



The Faces of Success

Participant Stories

PY2010 Annual Reports



United States Department of Labor (USDOL)/Employment and Training Administration (ETA)
Office of Policy Development and Research
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FOREWORD

Each year states prepare and submit annual narrative reports on accomplishments under the Workforce Investment Act (WIA) training and employment programs, similar to that of an annual report to stockholders to the Employment and Training Administration. In the reports, many states highlight participants, employers and other “success stories” that focus attention on achievements of different programs. These personal stories illustrate how states have responded to unemployed participants; providing tax dollar-funded services that have made a difference in the lives of many individuals.

The following success stories are a compilation taken from the 2010 States’ WIA Annual Report Narratives located on the Department of Labor’s (DOL) website at:
<http://www.doleta.gov/performance/results/AnnualReports/annual-report-10.cfm>

In general not every state includes individual participant success stories in their annual reports. This explains why some states are not included in this compilation and is in no way an indication that these states did not have noteworthy individual participant successes throughout 2010. Further, some states submitted numerous stories across various programs, and only a small collection was selected to highlight the unique successes provided by the states.

These stories focus on WIA targeted Adults, Dislocated Workers, and Youth who have benefited from program services such as assessment, the development of their individual employment plan, classroom training, on-the-job training, job search assistance, and emergency support because of natural disasters. Additionally, the American Recovery and Reinvestment Act (ARRA) and National Emergency Grants provided additional funds to support these employment and training services during the nation’s recent economic downturn. Participants who received services through these additional funds are included in this compilation as well.

DOL plans to continue to compile and disseminate WIA participant success stories from States’ Annual Report Narratives as an added way to put a face to the participants benefiting from these programs as well as showcase to the public the significant impact of WIA training and employment programs.

WIA ADULT SUCCESS STORIES



Julio

Julio Borrero was referred to the WIA Adult program by his employer, Alaska Ship & Dry Dock, Inc. at a time when the national recession hit Alaska. Welding had only brought him temporary work and Julio needed full-time, year-round employment. He recently completed classes at the local university and hoped to qualify for steady work in the Information Technology (IT) industry. For the next 16 months, Julio searched intensively for IT jobs in Ketchikan and Anchorage, using professional guidance from Alaska's Ketchikan Job Center staff. He polished his resume, attended vocational counseling, and applied with ESD's Career Support and Training Services (CSTS) program. He also actively applied for welding jobs, union apprenticeships, and computer networking jobs, but the economic downturn reduced his chances of finding suitable employment. Julio barely survived on unemployment insurance benefits and worked stop-gap jobs using his welding and computer networking skills. Recently, the economy stirred and potential employers began contacting Julio. The first two offers were for temporary work projects in his previous industry of welding. But then Julio received a third call from an employer in the high-demand IT industry. The Anchorage employer was responding to a resume that Julio submitted long ago. Julio interviewed by phone, passed his interview, and received an offer of employment. TekMate, Alaska's largest privately owned information technology company offered him a full-time, permanent position at \$24 per hour. The job is located in Anchorage, one of Julio's target cities.



Julio could not afford to accept the job offer without relocation assistance. The WIA program, plus ARRA funds, provided financial assistance, paid for his flight to Anchorage, one month of lodging, meal assistance, and relocation of his personal vehicle. With the help of the CSTS program and Wagner-Peyser services, Julio successfully launched into his dream career, the high-demand voice technology part of the IT industry. In the first week of his job, Julio sent three technical certificates he earned in voice technology with a list all of the skills he learned.



ALABAMA

Zobeida

A series of bad choices, tragic circumstances, and persistence have brought her from a destitute and paltry beginning to a life full of promise and hope.” I never thought in my wildest dreams that I would be working as a nurse”, states Zobeida Bacallas.” I grew up very poor in a small town in Mississippi and always knew that my options were limited.” She always thought that she would find a job and settle for the small town life style with little opportunity like her parents.

In fact, she was on track to do just that when she became pregnant at 15 years of age and dropped out of school.” I knew I was destined for a life of hard times with no education and decent job opportunities,” Bacallas said. Unfortunately, the child died shortly after birth, and Bacallas vowed to do something different with her life. Bacallas went back to school and decided to be a better person.” I got a second chance, and I wanted to honor my child’s memory and be a better person. Fortunately for me, I went back to school. I went from being a C / D student to an A student. I made the honor roll and began to take accelerated classes,” explained Bacallas.

“The program afforded me the opportunity to stay in nursing school. I didn’t have to worry about school expenses and providing for my family. Also, the staff was very friendly and supportive.” – Zobeida

After high school, Bacallas enrolled at a local junior college in Mississippi and eventually received an associate’s degree with honors. She decided to further her education after being accepted into the nursing program at the University of South Alabama. Bacallas admitted that the nursing program was extremely difficult. She explained that the program was expensive, and she needed to find work to help offset additional costs for her training and support her family. Thanks to a referral from a friend, Bacallas inquired and was eventually accepted into Mobile Works’ WIA Training program.” This program was a God send,” states Bacallas.

Bacallas is married with a son and excited about life. She works as a registered nurse at Mobile Infirmary Hospital.” I love my life, my job, and am excited about the future,” she said.



ARKANSAS

Jessica

"I came to this program in August 2010. I was eight months pregnant, a drop-out, and had no work experience. I could see no future for my daughter or myself. The YES program gave me the opportunity to achieve, be a better person and to improve my future. I was given the opportunity to complete my education by enrolling in Adult Education classes at National Park Community College. Within a few weeks through the YES program, I was able to obtain my GED and have financial support, in the process which allowed me to focus on my education. After obtaining my GED, through the YES program I was enrolled in the work experience training. I worked in the Resource Room at the Hot Springs Arkansas Workforce Center, where I learned how to interact with the public as well as discovering the true meaning of responsibilities and respect. Now, I am working for West Central Arkansas Career Development Center Services as the Youth Intake Specialist. I plan to start college at National Park Community College next semester. I want to enter the Human Services Field of work so that I might give others the same opportunities I was given. Without this program and the extraordinary help that was given to me, I am not sure where I would be today. My future looked very bleak and I did not have time to waste. This program opened up doors through guidance, counseling and assistance. It has given me the self assurance to be able to achieve a better future for myself and my child."

"This program opened up doors through guidance, counseling and assistance. It has given me the self assurance to be able to achieve a better future for myself and my child."

Donny

Donny McCollough tinkered with computers since he was a teenager. Even during high school, he knew that he wanted to work in the computer industry. However, his visual impairment and lack of family support deterred him from his dream. Donny came to the Workforce Center in Rogers in March. He moved to Arkansas from Tennessee and needed income. He was looking for information on how to apply for SSI. There he met with the Disability Resource Coordinator (DRC) who explained to Donny that Supplemental Security Insurance (SSI) was only a quick fix, if he was approved. She helped him navigate the Social Security Administration's website to apply for SSI and register for Arkansas JobLink. She encouraged him to start looking for work right away.

After several meetings and training sessions, Donny went to the local temporary staffing agencies. He used his newly gained interpersonal skills and resume to look for a job in his dream field. Robert Half Technology, a temporary staffing agency, after some testing and standard reference checks, referred Donny to an employer. Donny tested above average in ALL software application tests and satisfactory on his hardware

knowledge. Donny was excited and went into the interview with confidence. Donny was offered and accepted the position. He is making \$10 per hour and has a contract through RHT for a full year. If positions are available, and if his evaluations are satisfactory, Donny will be offered a position permanently after the contract expires!

This example is just one of the many ways the Disability Employment Initiative can work – a 24-year-old, with no formal post-secondary education or support system can come into a local Workforce Center and receive the guided training to get a position in the field of his choice. This service is a win for the Arkansans with Disabilities and the Arkansas Department of Workforce Services.

Clara

Clara Fuller, a 23-year-old single mother of one, was receiving state nutrition benefits when she came into the Western Arkansas Employment Development Agency (WAEDA) to apply for assistance. She could not support her child on the amount of money she was earning as a Certified Nurse Assistant. She knew she had to have a degree to earn a decent wage, so she enrolled at Arkansas Tech University, Ozark Campus. Since she loved working in the medical field, she decided she would go for an Associate of Applied Science/ Licensed Practical Nurse (LPN). She knew she had to support herself and her child while earning her degree, and although she received Pell Grant funds, she still needed additional assistance in order to stay in college. She says she could not have made it if she had not come to WAEDA, the Western Arkansas Workforce Investment Act provider, for assistance to help pay her tuition and books.

Once she was enrolled in the Adult program, the workforce center staff watched her flourish. She was so happy to be in school and excited to be learning a new skill. She made good grades, even though at times she did not know if she could go on from the stress of school and being a mom. Despite all the demands, she made it through the struggles and completed an AAS in Allied Health/LPN on May 14, 2011. She found immediately found employment at Pointer Trail Health and Rehab earning \$19.00 per hour. This position involved a lot of nights and weekends so she decided that, with the full responsibility of her child, she needed a day shift and went to work at Copper Clinic in Fort Smith. She is now earning \$12.88 per hour, which was a substantial pay cut, but she felt that the schedule to accommodate her child was well worth it. Clara kept a positive attitude for the entire fourteen months she spent in the program. She knew that one day it would be worth all the sacrifices she had to make. Today she is very glad she had the opportunity to return to school and get a degree and could not have made it without the assistance she received through WAEDA.



CALIFORNIA

Theresa

In order to ensure California has the workforce necessary to address the needs of the health industry as our state implements health care reform, our workforce development system must effectively help health students succeed and maximize their abilities. To illustrate this point, we would like to introduce you to Teresa and Randy. When Teresa came to the WorkForce Santa Cruz office, she was already enrolled at Boston Reed College and was in the process of obtaining her Medical Assistant certificate. Her goal was to obtain employment in the medical field and become self-sufficient. As a young mother, she needed a stable job in order to provide for her child. She was struggling to pay the remaining balance of her tuition so that she could complete her training.

At the WorkForce Center, Teresa qualified for tuition assistance and, after finishing her studies, graduated from Boston Reed as a Medical Assistant. Teresa then continued with her education and obtained her Phlebotomy certificate. She also obtained state licensing as a Certified Medical Assistant. Teresa began to look for work, taking advantage of job search workshops offered by the center and being persistent in finding and pursuing opportunities. As a bilingual Spanish speaker, she wanted to use this skill as a selling point in her job search. After several interviews, Teresa found employment with the County of Santa Cruz Health Clinic. Her hard work paid off and she is working at the Emeline Clinic as a Certified Medical Assistant. She loves her job and really is enjoying what she is learning. Obtaining her certification as a Medical Assistant and her Phlebotomy certificate helped her find a job she likes in the fields for which she trained.

Barry

Drug and gun convictions led Barry to prison when he was 25. While serving his sentence he was released twice, but quickly fell back into the world of addiction and crime." I got out each time with the intention of doing well, but I got frustrated fast," said Barry. He found out about the program shortly after his release in January 2010 at meeting where parolees learn about Community-based work and educational opportunities. Because he never finished high school, he immediately signed up for and passed a GED preparation course. That determination impressed his parole officer." He was taking care of business and wanted to better his life. He had a plan," explained the officer, who said he only refers highly motivated parolees to the program." His attitude is he wants to do the right things—be successful and take care of his family and his kids. I felt he had the right qualities."

Tes

After being released from Valley State Prison for Women in Chowchilla in 2009, Tes planned to be back on her feet and independent within a few months. Instead, she met roadblock after roadblock in her attempts to obtain a job. Agent Dinael called Tes “a diamond in the rough” because of her persistence in applying for jobs—even when things looked pretty grim. Dinael thought she was a natural for the California New Start Program. Tes said that New Start’s staff helped her regain her self-confidence and got her to see that she “didn’t have to feel embarrassed” about having a criminal record. She completed Microsoft Certified Systems Engineer training in less than a year, and landed a full time, permanent job in August 2010 with a software company in Santa Clara. New Start, she said, has “made me feel more self-sufficient. I feel like I’m part of the community again.”



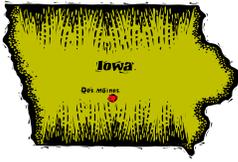
Michael

Michael Taft enrolled at the University of North Florida soon after he exited the military in 2006. While studying, he also joined the work-study program, which helped him get a job at WorkSource — the Regional Workforce Board in Jacksonville. Mr. Taft assisted fellow veterans in securing employment upon leaving or retiring from the military through networking with employers and providing them with workforce resources and tools to assist with securing a job. In July 2010, he found success in advancing his own career by landing his dream job — teaching geography at Green Cove Springs Junior High School.

Mr. Taft says his successful transition from the military to the civilian workforce is a result of the networking skills and relationships gained through WorkSource. He also attributes his improvements in resume writing and interview skills to WorkSource. As a testament to the tools, resources and relationships built through the assistance he received from WorkSource, Mr. Taft encourages veterans and others to turn to their area One-Stop Career Centers and the Employ Florida Marketplace at www.EmployFlorida.com for help with their next career move.

“This is a tough economy we live in,” said Mr. Taft. “Having an edge over other potential employees is what job seekers should think of first to gain meaningful employment. WorkSource has resources immediately available for job seekers to utilize.”

“Having an edge over other potential employees is what job seekers should think of first to gain meaningful employment” –Mr. Taft



IOWA

Scott

Scott graduated from Iowa Central Community College with an associate's degree in Maintenance Mechanics. He came in to especially thank us for helping him with his training. He had tears in his eyes as he quoted, "You have no idea how much the help I received from WIA meant to me." In addition to completing his degree, Scott also applied for a position with Nestle Purina. The company has a job opening about once every six months, so landing a job at Nestle is a big accomplishment! Scott was offered the position at Nestle Purina and started on July 5, 2011.

Michele

Michele recently completed her GED after being out of school for 11 years. She had experience working as a personal care attendant for disabled individuals but did not have the certifications required to advance or to find another position. Michele applied for WIA, met the income requirements for the adult program, and was enrolled. After completing an objective assessment, career counseling, and intensive labor market reviews Michele decided she would pursue a certified nurse's aide (CAN) course. Michele attended training and passed the state exam to become a CNA. Two months later Michele started working full time at a nursing home making more than the self-sufficiency wage. With the help of the WIA adult program, Michele was able to increase her employment skills, become certified and obtain employment where she would be valued and paid a better wage for her skills. Michele exited from the WIA program one year later, as she successfully completed her training and found a full time position as a certified nurse's aide.

Amber

Amber applied for WIA Adult services because she needed help paying for an upcoming CNA class and financial assistance was not available through her employer. Amber was working at a local nursing home part-time as a housekeeper/laundry aid and was struggling to support herself and her two small children. She saw what the CNA job requirements would be and knew she could do the job if she had the proper training. She was income eligible for the WIA Adult program and enrolled. She completed the career assessment which verified that the CNA job would be a good profession for her. After completing the 6 week course and passing the CNA testing she was offered a CNA job at the nursing home she was working at and now works full-time and makes \$3.50 more per hour than her previous job. She increased her wages almost 50% from one

quarter to the next. Amber is grateful for the assistance WIA has given her. She has a goal of becoming a RN some day but at this point needs to focus on paying her bills and supporting her family and hopefully down the road will get an opportunity to further her education.

Nurse

A young, economically disadvantaged single parent was enrolled into WIA to train as a nurse. Despite a long waiting list at the college to get into the Licensed Practical Nurse (LPN) program she successfully completed prerequisite courses for both the LPN and Registered Nurse (RN) programs before finally getting an opportunity enroll in the LPN program at Marshalltown Community College. She graduated the following spring and achieved her LPN license on June 24, 2009. She was then accepted directly into the RN program, but failed her first attempt in the program. Determined, she re-enrolled in the RN program the following fall and achieved her goal of being an RN. She received her RN license on July 7, 2010. She has been employed for the past year while receiving follow-up services. She is currently employed full-time as a Registered Nurse. She attributes much of her success in attaining her nursing licenses to assistance and services received from the Workforce Investment program. She could have easily given up after her unsuccessful first term in the RN program. We believed in her and with some problem solving as to what went wrong and what could be done different with a favorable outcome, and a whole lot of cheerleading from us, she redirected her efforts and made it work.



Jimmy

Jimmy was an Adult participant who was referred to KANSASWORKS by his local corrections officer, after being released from incarceration a few months prior. Jimmy had not had a job in quite some time and needed to find employment in order to comply with his probation stipulations as well as gain economic independence for re-entry in society. Jimmy had an interview with a local employer, Vinylplex, for a general utility position. Vinylplex decided to give Jimmy a chance, due to the good relationship existing between Local Area V and Vinylplex on previous OJT's. During the duration of the OJT, Jimmy showed great work ethic and attendance. The HR Manager spoke very highly of him. After the completion of the OJT, Vinylplex gave Jimmy a raise in his hourly wage and moved him to a different position, giving him greater responsibilities. They have stated he has become a big asset for the shift he is working and the company as a whole.



Herman

Many individuals with severe disabilities, like Herman Delahoussaye of Jeanerette, are breaking down barriers in the workforce to gain employment with the aid of assistive technology commonly called AT with help from the Louisiana Rehabilitation Services.

About 13 years ago, Delahoussaye was injured in an all-terrain vehicle accident. He broke his neck and sustained an incomplete spinal cord injury that caused quadriplegia and paralysis from the chest down. A close friend of Delahoussaye referred him to LRS, an agency that works to assist individuals with disabilities in Louisiana to obtain or maintain employment through its flagship program, Vocational Rehabilitation.

“We know that offering an array of comprehensive vocational services, job placement assistance and assistive technology to individuals with disabilities can result in employment opportunities, independence and ease financial burdens on families,” said LRS Lafayette Regional Manager Deborah Aymond.

After working most of his adult life as a solid waste operator, Delahoussaye wanted desperately to work and be productive but did not have transferable work skills that coincided with his disability.” I knew that there was some type of job out there for me,” he said.” I am not a quitter.”

For some individuals with disabilities, AT is a necessary tool that enables them to engage in or perform many tasks that might otherwise be difficult or impossible. AT is a generic term that includes assistive, adaptive and rehabilitative devices to assist individuals with disabilities with mobility, cognitive, visual or hearing impairments. AT provided by LRS can include walkers, wheelchairs, vehicle and home modifications, hardware and software to assist with access to computers or other information technologies.

“The equipment that has been installed in my home and my van is such a big help because, no one has to strain or hurt themselves or me trying to move me about,” said Delahoussaye.

While in trial work, Delahoussaye landed a job with Lydia’s Grocery Store to watch security cameras. Delahoussaye contacted his VR counselor and stated, “I found someone who is willing to play ball.” According to his counselor, from that moment, things improved for Delahoussaye.

“We know that offering an array of comprehensive vocational services, job placement assistance and assistive technology to individuals with disabilities can result in employment opportunities, independence and ease financial burdens on families,” – Deborah Aymond

Delahoussaye started with monitoring up to 17 cameras from his home. His employer later acquired another store adding another 14 cameras that are monitored. Delahoussaye now monitors another store for a different employer. He has become active in his community, participating in the City of New Iberia's initiative to stop shoplifting.

"I love my job and I have good benefits. You know, when you have a little more each month, you can breathe and sleep a little better. I really can't express how wonderful this makes me feel to be able to help my family out. It gives me a sense of worth," said Delahoussaye. "I really don't know where I would be right now if it were not for LRS."



Anya

In September of 2010, Anya came to the attention of the Southern Maryland One Stop Career Center in Waldorf as an underemployed job seeker, working as a part-time sitter for a local patient care agency. Prior to this position, Anya's experience consisted of working with children in a variety of capacities, including childcare, afterschool programs, and summer camp. Her positive experience eventually resulted in the fulfillment of one of her dreams - owning and operating a childcare business. Unfortunately, her business was impacted by the recent economic decline and was closed, leaving her unemployed.

Fortunately for Anya, the Southern Maryland Workforce Investment Board (SMWIB), which is hosted through the Tri-County Council for Southern Maryland, was able to assist Anya in the fulfillment of another dream - becoming a Certified Nursing Assistant (CNA). Anya has always wanted to work in the healthcare arena and was fortunate to participate in one of the Contract Training programs offered through the SMWIB via Federal ARRA monies. One of Southern Maryland's medical facilities was in need of CNAs and contracted with the SMWIB to take advantage of this program. Anya was 1 of 15 job seekers who was interviewed and selected by the local medical agency to participate. As a result of this service, Anya has successfully completed the training, taken her state board exam, attained her CNA license from the State of Maryland, and obtained full-time employment as a CNA. In addition to this success, Anya was chosen as the Valedictorian of her graduating CNA class. As she expressed her gratitude to all who were instrumental to her success, she reminded everyone to not "be afraid to dream as good dreams can turn to reality through self application."

Tony

Tony wrote a letter to Governor O'Malley expressing his gratitude for the veterans' services provided by the workforce investment system:

Dear Governor O'Malley,

I wish to thank and applaud Maryland's Veterans support organizations and their personnel for their professional, unrelenting dedication to both their community and the many veterans whom they serve. The extent and effectiveness of the various organizations' outreach was immediately obvious to the writer, who was in need of a friend or organization to which he might turn in time of need. Kurt Hider and his Disabled Veterans Outreach Program offer such resources – blessings, if you will – when things are at critical mass.

While I shan't elaborate on the many persons, businesses and contacts to whom I was introduced by Kurt, please know that many of my urgent and critical needs were met through the efforts of this man and his organization. His personal involvement on all fronts, at all levels, has enabled him to establish an amazing network of resources. It was my good fortune to be able to avail myself of many of them. I could say so much more, but shall close by simply acknowledging and thanking Kurt Hider, the Veterans Employment and Training Services (part of the Maryland One Stop Offices throughout your state), Mr. George E. Kauffman, Area Supervisor for the Maryland Department of Veterans Affairs and a truly outstanding individual, and Kurt's many personal and business friends/associates in the Westminster area and beyond. All are motivated, selfless forces representing your state and its citizens in a positive, caring manner to an extent like no other.

With humble thanks,

Tony Stewart



MISSISSIPPI

Thenmani

Thenmani Guy- Haynes was a cashier at Keith Super Store who earned \$6.08 an hour. Using WIA funds, she completed a respiratory therapy program at Pearl River Community College. She now earns more than \$50,000 a year working in that field.

Kyle

Kyle Boney sought assistance at the Pascagoula WIN Job Center in July 2010. He was interested in becoming a truck driver. He spoke with Individual Training Account Specialist Brenda McCormick, who recognized that he was homeless. Subsequently, he received an Individual Training Account to attend the Truck Driver Institute in Gulfport. The training ran August 20, 2010 to September 15, 2010. He and his brother are driving trucks together and he's no longer homeless.

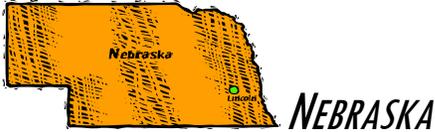


MONTANA

Floyd

Floyd was laid off in May 2009 and was receiving food stamps. He took seasonal work to support his family of 6, but it wasn't enough. Floyd also had experience with driving but didn't have a Class A Commercial Driver's License. He enrolled in training through the WIA Adult program and received a Forklift Safety Certification on February 3, 2010.

Floyd watched diligently for driving jobs that he qualified for. He found a job with a Missoula trucking firm and they trained him for free on the CDL Refresher course. Floyd passed the CDL test and received a temporary CDL; on the same day, he was sent on a driving assignment. Floyd is still working for the same company and plans to buy his own truck some day. In April 2011, he received the first ever Driver of the Month award. He was chosen for this award because of his positive attitude, accident free driving and his dedication to customer service. Floyd is a team player. It is always a joy to talk with Floyd. Whenever he is asked how he is doing, he says "just another day in paradise." Floyd loves his job and the company he works for.



Forrest

“In February of 2009, I met Donna Kuskie when I went to the Sidney Workforce looking for employment and help with training. I had lost my job due to a heart condition. After visiting with Donna, taking several assessments, and touring Western Nebraska Community College Aviation, we determined Aviation was the right training for me. On May 14, 2011, I graduated from WNCC with my Associate in Aviation. I completed my training with a number of awards my last year: Who’s Who, Board of Governors, Recognition of Phi Theta Kappa, and the 2011 All-State Academic Team Award. I was on the Dean’s List, as well. Without WIA funds and help from the Staff, this would not have been possible. I just started my new job in Texas as an aviation maintenance mechanic. I appreciate all the help WIA has given me.”



Roshanda

The Southern Nevada Regional Housing Authority (SNRHA) provides employment training and assistance to housing program residents and the community to address barriers to employment and offer one-on-one support to individuals in obtaining employment. Roshanda Stevens was a 29-year-old dislocated, single mother of four when she became a participant in the Southern Nevada Regional agency for her Housing Authority’s Career Training Program in December 2010. Unemployed since 2008, she had exhausted her unemployment insurance and was supporting her family on government benefits. Roshanda wanted to obtain a Surgical Technician’s license and needed support for child care, work clothing and tools, tutoring services, and Board Certification fees. Over a period of six months the program afforded her soft skill vocational training, tutoring and job search assistance. As a result, she not only passed her National Board of Surgical Technology and Surgical Assisting exam, but also became successfully employed by the Nevada Career Institute as an instructor earning \$20 per hour. The client exalts with an attitude of “paying it forward, helping and encouraging others to do as she did.”

Tommy

Tommy Albert, a 33-year-old married father of seven, entered into the program in November 2010. His last employment ended in February 2010 and he was receiving welfare services to support his family. His passion is computers, and his goal was to become an IT Specialist. Tommy enrolled in A+ and Network+ occupational training and received certification with an “A” average. He gained work experience in the IT Department at the SNRHA and is temporarily employed by them. Truly admired in all departments for the dedication, hard work and great customer service skills, he has the competitive edge in obtaining a full time position with their next opening.



NEW HAMPSHIRE

Tiecou (Emma)

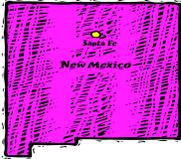
Tiecou “Emma” found herself in a new country with a different language, and a need to work. Married and the mother of four children, Emma is from the Ivory Coast of West Africa.” Since I arrived here in 2005 I knew I wanted to become a Licensed Nursing Assistant (LNA),” said Emma.

Emma knew she would have to learn English before embarking on a healthcare career.” I did learn much English by watching cartoons on the television with the kids,” she joked, but it was serious preparation for building employment skills. Emma visited the NH Works Career Center to begin her quest for education and training.

Working with WIA counselor Ginny Hooker in the Manchester NH Works Center, Emma’s assessments showed her to be a good match to pursue an LNA career path and she cried with happiness when told she qualified for training at LNA Health Careers. And while the faculty at the school, her clinical supervisor, and residents loved her, Emma still struggled to gain command of the medical terminology in English (instead of her native French). NH Works provided tutoring before each test, and as a result, her scores were in the 90s.

A setback occurred when Emma failed her final written examination. She was devastated, but encouraged by her WIA counselors and others, she took an English tutoring exam before a second examination and passed.

Emma wasted no time looking for permanent work and was hired by Pleasant View Center in Concord at \$10.50 per hour. She calls NH Works every week to express her gratitude.



NEW MEXICO

Justin

Justin is a recent MBA graduate whose employment opportunities in this dismal job market have been limited to low wage, entry level jobs. Justin came to WIA seeking services in May 2011 seeking employment assistance. Through assessments and career counseling, WCCNM Business Consultant was able to determine that Justin was interested in pursuing a career with the green/alternative industries, with a position in management being his ultimate goal, enabling him to utilize his MBA. He was referred to Affordable Solar, a company with high and rapid growth in the solar industry, for a position in sales. Affordable Solar was impressed by Justin's credentials, his obvious level of professionalism and desire to grow, and offered Justin a full-time position as a Solar Sales Associate, at a wage of \$11.50 per hour (with commission and bonus incentives) at the end of May 2011. A recent follow-up with Justin revealed that he is doing very well in his position and he has recently completed his North American Board of Certified Energy Practitioner (NABCEP) certification. The employer quite impressed with Justin's performance and quick learning curve, indicates that he has a bright future with Affordable Solar, as even considering him for a management track.



NORTH CAROLINA

Kendrick

Kendrick Mangum was referred to the WIA program by the Orange County Department of Social Services. He had been searching for a job which would utilize his aptitude and interest in the health field. Mangum had completed many applications with no response and had come to the realization that his past mistakes might well affect his employment future. As those who have been there know, it is difficult and at times seems impossible to secure employment after incarceration.

By the time Mangum got to our office, he was determined that this barrier would not define his future. He had visited some senior living homes and left with the hope that he could be hired after he passed Nurse Assistant training and receive state certification. On August 16, 2010 Mangum enrolled in the WIA Adult Program.

On December 15, 2010 Mangum completed his training and successfully completed his state certification on February 16, 2011. On March 7, 2011 he was hired as a Nurse Assistant I at Britthaven Assisted Living. On June 7, 2011 he became a full-time permanent employee making \$10.00 an hour with full benefits.



NORTH DAKOTA

Kendrick

Melanie, an unemployed married woman, was searching for work in the oilfield as a truck driver or heavy equipment operator. She had experienced seasonal layoffs and wanted to get her commercial drivers license (CDL) to enhance her skills and work full time, year round. She was conducting a thorough work search based on her current skills and was even willing to relocate for work, but was just not successful.

During this time period Melanie experienced domestic violence and was referred to a local shelter. She also received assistance from Vocational Rehabilitation. As an ex-offender, Melanie was encouraged to use the federal bonding program if needed. Melanie remained resolute in her desire to get her license for truck driving. She was selected for the WIA Dislocated Worker program and received assistance to cover the costs of training in the next CDL Class A license in her community.

When road building and oilfield work increased, Melanie was hired on the Devil's Lake road building project earning \$29.98 per hour. Melanie is a valuable employee as she can operate heavy equipment as well as drive trucks. She loves her job and attributes her success to the assistance she received through the WIA program.

WIA Adult, Male

A 29 year-old Native American male who was on parole and living in a halfway house came to the Fargo Job Service office seeking employment or training assistance. He is a felon who spent six years in a federal correctional facility. He is also the noncustodial parent of one child and wanted to contribute to the support of his child, but was only working sporadically doing day labor. He had some welding experience, and was very interested in pursuing that occupation.

He was eligible for the WIA Adult program, received support services for transportation and was funded for three weeks of welding training. He excelled in the class and was hired as a welder/fabricator at a wage of \$13.00 per hour shortly after completing training. He has maintained that employment into the second quarter after exit.



Alexis

Alexis Garner is no stranger to hardship and adversity. At the age of eight, she witnessed the murder of her mother by a gunman who mistook her mom for someone else, leaving Alexis to live with various relatives in various states and countries until her senior year in high school. Determined to achieve independence, she worked multiple jobs in high school and into college at Cameron University in Lawton, where she pursued a degree in criminal justice.

Then an unplanned pregnancy forced a sharp cutback in her work hours. Fortunately, she met Darlene Williams, a Workforce Oklahoma Skills Enhancement Function Leader. With Workforce Investment Act financial assistance, Alexis completed

“This is a debt I can never fully repay. I am going to try though, by being all I can be.”

her undergraduate studies, began working as a rehabilitative case manager at a behavioral health clinic, and started pursuing a master’s

degree in psychology.

Alexis doubts she would have completed her undergraduate degree without the aid she received at Workforce Oklahoma.” I am eternally grateful to Ms. Darlene Williams and the entire staff at the Lawton Workforce Center for the support and encouragement they gave me,” she said.” This is a debt I can never fully repay. I am going to try though, by being all I can be.”

Nathan

After going through many unstable, dead-end jobs, Nathan Sayers was looking for truck driver training when he sat down with Kristi Fritz, a manager at the Workforce Oklahoma office in Miami. After a career assessment and some discussion, it was clear that Nathan’s interest in truck driving was limited to the paycheck. But he had a genuine interest in being a crane operator, and soon he was enrolled in a mobile crane operations program at the Oklahoma College of Construction in Oklahoma City. That was 200 miles from home. The Workforce Investment Act provided room and board.

Two weeks after graduation, Nathan found a job starting at \$25.25 an hour – “more money than I had ever dreamed,” he said.” Kristi Fritz, in my opinion, went above and beyond to get me where I needed to be in order to help kick start my life back on the right track. I just want to thank Workforce Oklahoma and Kristi for everything they have done. They have given me a chance at a life that I could not have done financially on my own.”

Brian

With 13 years of experience in wastewater treatment, the last two supervising the maintenance department, Brian Werts seemed to be on solid ground – until he was laid off and went nine months trying to support a wife and four children with no work.

At one point he applied for a job with a manufacturing company despite his lack of the required skills. But a Workforce Oklahoma on-the-job-training coordinator contacted the company's human resources manager. He was receptive. The OJT program reimburses the employer for up to 50 percent of the training costs for up to 16 weeks, a good incentive to hire an eligible candidate. Brian started training for his new career as a manufacturing set-up person in February 2011, finished in June and continues working for the company.

"I have a job and I'm thankful for it," Brian said. So was his employer. "If it hadn't been for the program, we may not have gotten such a good employee," said the HR manager. "We'll continue to work with the OJT program when we can."



PUERTO RICO

WIA Adult, Female

A single mother of two went to the Manati/Dorado Local Workforce Area One Stop Center to receive assistance. Her skills assessment and profile revealed that she had a tenth grade education level and was facing a very critical economic situation. She decided to change her lifestyle and overcome her current barriers to create a better life for her children.

She showed a constant sense of responsibility, commitment and desire to improve during her participation in the Adult Education and Literacy Program. As a result, she obtained her high school diploma on May 13, 2010, with a 3.84 grade point average.

With a genuine passion to advance her education and career, she enrolled in occupational skills training for Practical Nursing. This single mother completed her training on August 26, 2011. She has a good chance of being hired in the same health center where she completed an internship.



WIA Adult, Female

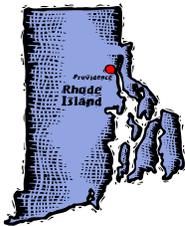
On October 31, 2008 a dislocated worker from a local pharmacy requested WIA services at the Mayaguez One Stop Center. After several attempts at job placement and attendance at numerous Job Search Assistance workshops, a counselor placed the participant in an Alternate School program to obtain a high school diploma. In February

2009 she participated in the Adult Education and Literacy Program with excellent attendance and an A-average of 98 percent.

The participant was then referred to continue technical training. On September 1, 2009 she was referred to take the Vocational Interest Test and the results matched her interest in studying a Pharmacy Technician course. In September 14, 2009 she began a Pharmacy Technician course in Ponce Paramedical College through the Individual Training Accounts activity. In December 2010, this dislocated worker completed a degree as Pharmacy Technician with a GPA of 4.00. She currently works as a Pharmacy Technician in the new Walgreens at Cabo Rojo, where she is a full-time employee.

WIA Adult, Male

An unemployed, ex-offender participant visited the One Stop Center to look for a job. As part of his interview, the participant concluded that his past criminal record would be an obstacle to obtain and retain a job. He learned how to build and restore wood furniture during his confinement; therefore, he opened his own upholstering shop as a job option. He received the necessary business and administrative training to establish his shop. Currently the upholstering shop is a reality at Barrio Quebrada in San Lorenzo.



RHODE ISLAND

Tracey

While opportunity may not have actually knocked, it did show up at Tracey Baptista's door." I was living with my aunt in Chad Brown (public housing development) and they put a flyer on everybody's door," she recalled.

"They" are the Boys and Girls Club of Providence, one of 11 vendors offering contextualized learning in a special program made possible through WIA state set-aside funding. Contextualized learning offers literacy education in tandem with occupational skills training, allowing adults with low literacy levels to become work-ready more quickly than through a traditional ESL delivery system. The Boys and Girls Club of Providence program focused on construction and building maintenance skills, combining real-world experience with academic remediation.

Tracey recognized the opportunity and signed up right away.” I thought, ‘I’ll get something under my belt. ’ Up until then, I’d done housekeeping and cashiering...There are jobs here and there, but they don’t pay, and Kevin was offering to teach for nothing, for free, learning entry-level welding and stuff—that’s cool!”

Tracey was also impressed by how quickly learning took place outside of a traditional classroom.”

Everything’s hands on. From the second day, it was like, ‘Go get me a two-by-four. We [painted] carpentry. We built stuff from scratch—benches,

cabinets, all sorts of stuff. He taught us how to solder. We did welding. Because it was so fun, you don’t even realize what you learned, but you see it, because it’s hands-on. By the end of two weeks, we had a bathroom constructed!” Not only did Tracey gain skills from her six months with the Boys and Girls Club program, but she also landed a part-time job, doing custodial and light maintenance work for Providence Housing Authority.” Kevin helped with résumés and job placement,” she reported, adding fondly, “I wish I could have had him for a teacher from kindergarten on. I fell in love with everybody in the program. That’s what makes you want to go. It’s more like a family there.”

“I fell in love with everybody in the program. That’s what makes you want to go. It’s more like a family there.”
- Tracey

David

Unemployed job seeker David Watson had manufacturing experience, but not in the area of electroplating. That lack of expertise, however, did not dissuade the East Providence-based manufacturer, Interplex Engineered Products, from hiring David as a plater. That is because Interplex Human Resources Manager Kevin Bettencourt knew that Watson was a hard worker and a quick study. And, he knew from previous experience that workers like Watson could be brought up to speed quickly and effectively with the right On-the-Job Training. Bettencourt himself had launched his career in manufacturing through an on-the- Job Training program years before.

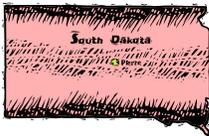
In FY2011, Interplex worked with the Workforce Partnership of Greater Rhode Island to enact on-the- Job Training contracts for Watson and 17 other new hires in areas such as electroplaters, lab technicians and toolmakers. The contracts provided for up to six months of training, during which time WIA funds provided 50 percent of the training participants’ salaries. Bettencourt explains that On-the-Job Training grants accelerate the hiring process for expanding businesses by making hiring and training more affordable. He also says that On-the-Job Training speeds recruiting, because companies like Interplex do not have to launch protracted, national searches in order to find candidates with matching skill sets; rather, they can take local, work-ready candidates and teach them the appropriate skills.

As for David, a training grant gave him new skills and a new income simultaneously.” I liked On-the-Job Training, versus just trying to figure it all out on my own. I would have just been lost and confused,” he said. He compared learning in the workplace to learning in a classroom, adding, “The guys behind the desk don’t always

know the actual ins and outs of the work that takes place on a manufacturing floor. Learning from the guys in the trenches is a lot more beneficial.”

By pairing him with an older and more experienced worker on the line, the training also taught David the value of peer support and mentoring.” Gil is one of the guys who took me under his wing,” he said.” I was teamed with him during my training, and he would explain to me the processes of every job... He would walk the line with me and break everything down so it was easy for me to understand.”

He still has challenges in his work—adjusting chemical baths and working with fragile jobs are among these—but after six months of training, he feels pretty confident in his skills.” I caught on real quick,” he said.



SOUTH DAKOTA

Toni

Toni Kuntz is a single parent of two youngsters. She loves them and she loves working on cars. Even as a teenager, she knew the auto repair industry was of special interest for her but doubted she could succeed in it. Years later, when her youngest child began school full-time, she decided to at least explore local education opportunities. Having held only entry-level jobs and being unemployed at the time, she was concerned about the cost and the commitment of returning to school.

With support from DLR’s WIA program, she examined the programs at Western Dakota Technical Institute and met Wayne, her future instructor. He was encouraging and said she should try the first-semester program (welding, rust repair and metal fabrication). If she was not satisfied, they would explore another similar program. By semester end, she knew she loved the work and, to her surprise, was quite good at it.

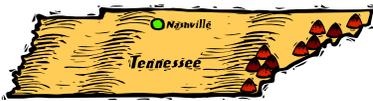


So good, in fact, that she attended the Skills USA Collision Repair Competition and captured first place as a first-year student competing against second-year students. Later, she represented South Dakota in the national competition, where she ranked 24th out of 30 entrants. She was the only female competitor and one of only a handful of first-year students.

In the competition and in class, Toni found that working in a male-dominated field was often complicated, with the language and jokes challenging her comfort level.

The men treated her differently at first and it took about six weeks to prove herself. Once she showed she could weld and fabricate better than her classmates, she was finally accepted as an equal.

Toni is very grateful for the WIA financial assistance that helped with tuition and fees, and allowed her to purchase tools she required; a basic tool set costs nearly \$5,000. She is even more grateful for the personal support she has received from WIA staff. She relates it has made a world of difference to know she has someone to turn to for advice, guidance, assistance and encouragement.



TENNESSEE

Rhonda

Rhonda was referred to the Tennessee Technology Center in Crossville to research their various training programs. She chose to enroll in the Industrial Electricity Program and began training in September 2008. WIA assisted with training cost such as required fees and books as well as monthly supportive service for transportation. She received a Maintenance Electrician diploma from TTC and she was anxious to find a job.

WIA administrative and local Career Center staff worked with Dennis Electric Inc. to meet their need for trained, qualified workers for their construction site in Pikeville, TN. Rhonda was referred to Dennis Electric for an On-the-Job training pre apprentice electrician position. She was hired for the position.

Rhonda completed her twelve weeks of on-the-job training and received a pay increase from \$10.50 to \$12.50 per hour. Rhonda currently attends an NCCER advanced electrical class, provided by Dennis Electric, at the Tennessee Technology Center. Rhonda is enjoying her job and receives high praise from her employer. She will continue pursuing Journeymen status with this company.

John

John, a single father who was receiving Unemployment Insurance and food stamps, enrolled in the Campbell County Career Center in 2010. While working with the Career Center WIA staff to search for new employment, John applied for a job as a jailer with the Campbell County Sheriff's Department. During his interview, John was encouraged to apply to the Police Academy to become an officer; the Sheriff's Department was going to be hiring soon. John applied to Walter State Community College's Basic Police Academy and was accepted to the October 4, 2010 training class. While in training, John received a Pell grant that did not cover all his expenses. In addition to the meal plan and partial fees paid by WIA, John was able to receive child care and transportation assistance while attending training.

John completed the training program on December 3, 2010 and was hired at the Campbell County Sheriff's Department in the same month he completed his training.

He recently visited the Career Center to attend the Sheriff's Department annual training class and was so very appreciative of all the help the WIA staff and program provided him. Career Center staff members are also very proud of John, his accomplishments, and the character he displays in raising two boys.

Gina

Gina has had many interesting character building opportunities and challenges in her lifetime. With training and experience as a Medical Assistant, Gina reentered the workforce after being a stay at home mom for several years. Unable to find a job in her field, she decided to become a Certified Nursing Assistant (CNA). That's what brought her to the Workforce Essentials office. Workforce Essentials was able to help with Gina's training, daycare expense, gas, and uniforms. She passed the test to become a CNA and successfully landed a job at the Trevecca Health Care and Rehab Center, a faith based organization that was willing to give her a chance to prove herself. Gina plans on taking the next step and enrolling in an LPN training course. Gina said, "I want to personally thank my Career Advisor. She was willing to listen to me and believe in me. I am excited as I journey through many challenges and accomplish my goals."



TEXAS

WIA Adults, 2 Veterans

Two newly relocated veterans (one from Operation Iraqi Freedom) received assistance through a Texoma-based Veterans Resource and Referral Specialist (VRRS). The VRRS referred the veterans to a Texas Veterans Commission (TVC) representative who helped them obtain employment with a local railroad employer. The VRRS also connected the veterans with a local faith-based organization for assistance with food, work clothes, and travel expenses until their employment per diem began.

In Tarrant County, a veteran single parent needed assistance with gaining employment and housing. The local VRRS referred her to resource organizations that arranged for housing, allowing her to concentrate on her job search, which led to employment.

A recently separated Navy veteran and his small family lost their residence due to financial difficulties and approached a VRRS at Workforce Solutions for North Central Texas for help. The VRRS was able to coordinate resources with other community partners that provided assistance with temporary lodging while more permanent housing was prepared. Additionally, the VRRS

coordinated services through workforce partners, connecting the veteran with resources to obtain training in the civilian health care industry. Ongoing case management is being provided by a local Marine Corps Wounded Warrior Representative.



VIRGINIA

Sean

The West Piedmont area has some of the highest unemployment rates in Virginia. Like so many residents in the area, Sean Preston, a single parent of three boys, had lost his job and had troubles finding employment. With his family's well-being at risk, Preston took advice from the Department of Social Services to seek additional assistance through the Virginia Workforce Center in Chatham. Preston received counseling and took job readiness classes to help him prepare a resume and cover letters, improve his interview skills and learn how to tell his story on paper and online job applications. His case manager notes, "We also encouraged him to complete his GED, so he would be able to gain stable employment to support his family."

"We also encouraged him to complete his GED, so he would be able to gain stable employment to support his family."

By April, Preston completed his job readiness classes and started working on his GED. During this time, Preston was approved to enter into the center's adult internship program. Preston was placed as an intern at Yorktown Cabinetry in April, which he completed in June. He continued to work at Yorktown for four more months through a staffing agency, and by September, had earned his GED. On October 25th, Yorktown hired Preston to work full-time as their employee.

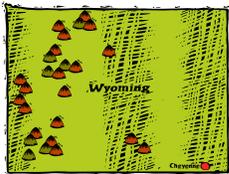
WIA Adult, Male

"An older adult man came to the Department to file for unemployment. He was profiled and referred to Re-employment Services workshops. The gentleman had been assertive in attending all workshops and even enrolled in the METRIX training that he was advised about. At the culmination of one of the workshops, I had a discussion with the gentleman about his job search. He explained that although he had extensive work experience in the field of security and law enforcement; due to past circumstances he would never be able to obtain employment in this field. When I browsed his resume, it turned out his resume indicated that he was seeking employment in the security field. I encouraged him to highlight the other skills and work experience he had and only briefly mention the security work experience as a means of accounting for time. He was hired as a warehouse manager at his next interview and is currently awaiting the start date."

WIA Adult, Male

“As an LVER, I had been working with a homeless male veteran. The veteran had been living in a tent on a beach for the past six months. During his assessment, a resume was prepared for him to focus on his past jobs as a Surgical Technician. The veteran was 58 years old and his last place of employment was in Honolulu, HI. I located the veteran’s last employer via the internet and was able to get in contact with his past recruiter to see if they would be able to locate a job anywhere in the mainland for him. For two weeks I went back and forth with the recruiter faxing and emailing information.

Shortly, a position was found to be available to him in Bozeman Montana. The One-Stop was used to complete his online assessments for the company and all his needed applications for securing an apartment, etc. The veteran was given a referral to the local Veterans Affairs office for financial assistance to assist in purchasing his airline ticket. He left the island on June 11th with a start date of June 13th at the Bozeman Deaconess Healthcare Center. Because he went through a recruiting firm he will only be paid \$10.00 an hour, however his room, board and insurance are all free. His assignment is slated to end in October but he has successfully reentered the workforce. The veteran has since called and said he is doing well.”



WYOMING

Marcie Lee

Marcie Lee Limpp began working at Smylie’s Animal Clinic in July 2009 as a pet groomer assistant. After working as an assistant for seven months, she decided that she wanted to become a professional dog groomer. With help from Linda Alley of the Douglas Workforce Center and the WIA program, she entered Classy Pet Grooming School, in Loveland, Colorado, to complete 300 hours of coursework and earns her certificate. She then completed a four-month internship in her hometown of Billings, Montana, before returning to Douglas, where she worked again for Smylie’s Animal Clinic. Marcie has since started her own grooming clinic in Douglas.

Cesar

Cesar had been in many times looking for a job driving and then he received the letter in the mail that his commercial drivers license (CDL) had expired. It was a Mexican international license, but when he went to renew it, he found out that he could not since he was now living in the United States; he would have to get a license here. He went to the Division of Motor Vehicles office, took the written part of the test and could not pass it, even after several tries. The Riverton Workforce Center checked into having

an interpreter with him at the test or having the test in Spanish. Neither was allowable. The Workforce Center found Cesar a tutor who went through the DMV driver's manual with him, page by page, and he tried again. Still no luck because, when he took the test, some of the wording was different and he couldn't make the crossover. Workforce Center staff members were just about at wits end when Cesar came in with another possibility. He had a friend who had gone to Colby, Kansas to take the test in Spanish. His Workforce Specialist, Terry Settlemyre, agreed to pay for Cesar's mileage down there and back, and for the motel while he was there. Cesar was back in three days with his CDL and has been employed locally with a trucking outfit for the past several months. Terry just happened to see Cesar and his wife in the store the other day and they are both happy and thankful that the Workforce Center had been able to help this story have a happy ending.

John

John was selected to participate in the spring 2010 session of the Department of Workforce Services' Dads Making a Difference program. This collaboration between WIA and Employment and Training for self-sufficiency funds provides complete wraparound services to custodial and non-custodial dads.

John, a single custodial father of two children, was recently laid off and unable to find a new job to support himself and his two daughters. He came to the Workforce Center looking for a new job and saw a brochure for the Dads program. After a meticulous interview process, he was selected to participate in the year-long program. He received a multitude of services that were all focused on developing successful parents, employees and citizens, including: individual and group counseling, community service, parenting, nutrition, prevention programs, budgeting, and community led presentations.

This session of the Dads program also offered a nine-month program at Laramie County Community College in Diesel Technology, which John successfully completed in May 2010. John was assisted in the Dads program by Chris Wiederspahn and Tammy Howard, both employees of the Department of Workforce Services. Since the graduation ceremonies, John has found full time employment with Transport Refrigeration Services, where he works as a mechanic earning a good wage and benefits for his family.

John is now working toward taking his Automotive Service Excellence (ASE) certification exams, which will provide him with the opportunity to advance in his career and continue to be a positive role model and provider for his children.

WIA DISLOCATED WORKER SUCCESS STORIES



ALASKA

Jessica



Jessica attended the Rapid Response worker informational meeting held at Fort Richardson in January. Her active duty position with the Air Force National Guard was ending in just a few weeks, after six years of active duty service. Her outlook was positive and she looked forward to finding

work close to home, with a strong preference to work in the Matanuska- Susitna Valley. Jessica had previous Medical Technician skills along with an associate's degree in Allied Health Sciences. She sought ESD's Career Support and Training Services assistance with her job search to reenter the local labor market as soon as possible.

She attended all of the Mat-Su Job Center workshops: Resume Writing, Interviewing Skills, and Applying for State of Alaska jobs. Jessica worked diligently on her resume; and cover letter, targeting each to the job opening. Career Support and Training Services funding assisted her with intensive job search including referrals to appropriate job postings, one-on-one resume, cover letter, and interview question support. After a short job search, she was hired with Odyssey Sleep Clinic at the Mat-Su Regional Medical Center working as a Sleep Lab Coordinator, earning \$17. 50 an hour, full-time on the day shift.

"I can honestly say I am not sure I would have this job if I would not have had your department's help with the workshops and you looking over my resumes (and of course your unwavering enthusiasm and encouragement). Thank you for all your help." - Jessica



ALABAMA

Andrea & Alisha

Andrea Nemesszeghy and Alisha Coleman have different work backgrounds. Andrea was a residential supervisor for a local boarding school and Alisha was a unit secretary for a local hospital. Unfortunately their promising careers ended when they were laid off from their respective jobs." After years with the school, I was laid off," states Nemesszeghy." I feared getting out of my comfort zone and trying something new." Likewise, Alicia voiced that she frequently looked for work, and no one seemed

to be hiring.” I became discouraged, but I continued to submit my résumé and apply for jobs.

“I kept pushing and hoping for a break,” states Coleman. That break came when they heard about the OJT program offered through Mobile Works and the owner of Wonderland Express, Barry Wyatt. Not only were they introduced to a different genre of work, but Wyatt was introduced to workers, who didn’t have a background in the trucking industry.” Wonderland Express typically recruits workers, who have some experience in the trucking industry due to the complexity of the work load,” said Wyatt.” However, The OJT program allowed me the flexibility to step out of my comfort zone and bring people on who didn’t have the skills, but had a strong work ethic and a desire to succeed.” Through the OJT program, businesses can receive wage subsidies that range from fifty (50) to ninety (90) percent. Subsidy amounts are based upon the size of the business, period of employment of the trainee, and availability of federal funds. Nemmesszeghy, Coleman, and Wyatt admitted that, on any given day they wouldn’t have considered working for a trucking company and he wouldn’t have considered hiring someone with no experience. As a business owner, I highly recommend this program to the business community. There is no way that I would have considered training people without this assistance and grow. There is minimal paperwork, and the staff is very professional and personable,” said Wyatt. Wonderland Express offers experiences, reliable transportation of intermodal, flatbed, and over dimensional freight. They specialize in the movement of freight that is time-sensitive or requires other special attention and serves 48 states and Canada. Wonderland has operated in Mobile County for over 26 years.

“As a business owner, I highly recommend this program to the business community. There is no way that I would have considered training people without this assistance and grow. There is minimal paperwork, and the staff is very professional and personable,” -Wyatt

Mr. Berry

Mr. Berry, an information technology professional of thirty years, had been unemployed for 10 months as a result of the downturn. Mr. Berry began training at New Horizons Computer Learning Center in April of 2010. He obtained credentials in Web Design and Graphics to expand his marketability in the technology field. The training also exposed him to .NET programming, HTML, SQL, Javascript, Dreamweaver, Microsoft Expressions Web, and other architectural programming solutions. Mr. Berry is now employed by a major local hospital using the additional skills learned at New Horizons.

Priscilla

Pricilla came to JCWIA seeking housing and career assistance. After researching the programs provided by the Youth Program she expressed interest in The Dannon

Project's Certified Nursing Assistant (CNA) Program. Through this program, Priscilla earned her certification as a CNA and also received housing assistance. She later participated in D.R.E.A.M., Inc. Summer Youth Employment Program (SYEP). Through this program, she gained valuable work experience at Arlington Clinic. Nearing the completion of the SYEP, she secured fulltime employment as a CNA at Mount Royal Towers Nursing Home.



ARKANSAS

Brian

Brian Buck was a dislocated worker from Tenaris Corporation in Blytheville, where he was a machinist for five years. He was not sure what he wanted to do, but knew he needed to broaden his options for employment. He attended a Governor's Dislocated Task Force meeting, where he learned he could apply for funding to further his education. He contacted the Jonesboro Workforce Center and spoke to WIA Case Manager, Donna Sanford, where he was enrolled in the WIA program. Donna also helped him get additional training funds by referring him to Sherry Faulkner with the TAA program. He had an interest in culinary training and decided to explore his options in that field. Black River Technical College in Pocahontas offers a Dietary Training Program and that interested him. He was approved for training and enrolled in the Associates of Applied Science-Dietary Manager program. He started classes in the fall of 2009 and graduated with his Associate of Applied Science-Dietetics and a Certificate in Dietary Management in May 2011.

He is now working full-time for the Northeast Arkansas Baptist Hospital in Jonesboro as a Certified Dietetics Technician. He can move into a Registered Dietetics position as soon as one becomes available. He is really enjoying his new career and now had an opportunity for advancement into a Registered Dietetics position. His current plan is to continue working and in the fall of 2012 to enroll with Arkansas State University and complete the Bachelor of Science in Nutrition Science program. He would like to thank the staff of the WIA program in Jonesboro for their assistance in completing his training. Without their help, he would not have been able to have attained his Associates Degree.



CALIFORNIA

Randy

Randy was previously employed as a senior IT manager but his job was outsourced overseas. It was his fourth layoff in 10 years. At age 55, Randy decided it was time to go back to school and receive training in a new career field that had always interested him: medicine. The day Randy was laid off from his job he drove to the Simi Valley Adult Education Center and enrolled in its one-year Surgical Technologist Training program. He didn't get discouraged when he learned he was the oldest student in the program. He completed his training, graduating first in his class, in September 2010. Training included a four-month, hands-on internship at Simi Valley Hospital. Randy had also enrolled in WIA program services, so he was able to collect unemployment while attending class because the program is approved by the California Training Benefits program. The program helps unemployed individuals get training for jobs in high demand fields. After completing training, Randy was immediately hired as a Surgical Technician by Simi Orthopedics & Sports Medicine in Simi Valley. His training enables him to help doctors in a surgical setting. Randy isn't finished with his education or his dreams. He is taking prerequisite courses at Moorpark College that will prepare him for his next career in medicine, as a physician's assistant. He has already submitted his application to several schools for enrollment in their two year training program.

Karen & VMI Architecture

VMI Architecture learned of CEWTP Project GREEN retraining program in Marin through the collaborative efforts of Marin Building Energy Retrofit and Solar Transformation. The firm had gone through layoffs and reduction of hours for the remaining staff who found themselves underemployed as a result of the decline in the construction industry. Karen, an underemployed Production Associate at VMI Architecture, took advantage of the opportunity to advance her credentials through Marin Employment Connection's Project GREEN grant. Karen already held a LEED Accredited Professional Certification and was eager to learn more about energy efficiency and green building. Karen completed Title 24 certification and became a Certified Green Building Professional. She continues to do green building consulting in her expanding role with VMI. VMI employees have now returned to full-time schedules and look forward to additional projects that will utilize their green building knowledge and principles in the future.



Eric

Eric Edwards, a single parent with two sons, age 8 and 9, was laid off from his job in West Palm Beach and facing financial hardships.” I was almost losing my home and my car, but worst of all, my pride and dignity,” Mr. Edwards said.” I had driven past the Workforce Alliance sign many times, and finally I decided to stop in.”

When Mr. Edwards first visited Workforce Alliance in Palm Beach County, he was greeted by staff members, attended an orientation and learned how to post his resume into the Employ Florida Marketplace, the state’s online job-matching tool. A few weeks later, a career counselor called him to say he wanted to refer Mr. Edwards to Total Truck Parts Inc. for a job that seemed like an ideal match for his skills.

Edwards went for an interview and was hired as an assistant warehouse manager. Marc Karon, president of Total Truck Parts, later wrote to Workforce Alliance, saying: “I want to thank each of you for helping my company. You should know that you are doing a wonderful job and that your hard work has made someone very happy.”

“I am thankful to Workforce Alliance and to my new employer,” said Mr. Edwards.” I came here with nothing. He helped me out of a tough personal situation and asked for nothing in return. It comes straight from his heart. I have worked here for over three months now, and I feel that I am part of a large family. I have my pride and my dignity back.”

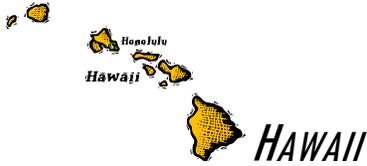
Deborah

Knowing the Space Coast’s long tradition of aerospace was about to be significantly downsized with the end of NASA’s operations in Brevard County, Deborah Dorn and other aerospace workers have turned to Brevard Workforce’s Aerospace Workforce Transition (AWT) Program to find a career beyond the United Space Alliance at Kennedy Space Center, where she worked for 36 years.

Latisha Ali-Ramlogan, Ms. Dorn’s AWT advisor, said: “She is a visionary. The minute she knew what was going to happen out here, she took steps to look into the future.” The AWT program provides scholarships of up to \$3,000 to prepare aerospace workers for jobs beyond aerospace that best suit their valuable and highly technical skill set through workshops on resume writing, how best to use the Employ Florida Marketplace, personal finance tips and more. Training helps workers transition out of aerospace with a focus on existing competencies and retraining for other emerging sectors in the Central Florida Region that promise employment opportunities including energy, aviation and biomedical fields.

Ms. Dorn says program officials have been attentive from the start. Working with Ms. Ali-Ramlogan, Ms. Dorn identified medical billing as a rising industry with 400 open jobs in Florida. She is using her program scholarship to get the necessary

education and training for her new career.” Within a week, I had my program voucher in my hand and I was on my way,” said Ms. Dorn.



Michael

Michael had worked in the security industry as an Armored Service Technician, but experienced a layoff after five years. As a dislocated worker, Michael was collecting unemployment benefits when he received word that his wife was pregnant with their first child. He knew that he had to get a job and provide for his growing family.



Michael and his Oahu WorkLinks Employment Counselor developed a career plan based on his goal of getting a stable job without the stress of having to carry a firearm. Using WIA funding, he enrolled at Professional Driving Academy to obtain his Commercial Driver License. Several months later, he passed the training with flying colors and got his CDL Type A License.

Michael was hired by Honolulu Disposal as a Truck Driver, earning \$16 an hour. He is now able to work in a waste management job that helps the environment. What’s more, the stable income helped him purchase a house, just in time to become a father.

Female, Dislocated Worker

For 37 years a woman worked for a long established Kama’aina company on Kauai, but when her company closed during the economic downturn, her 37-year career went with it. To get herself back into the workforce, she enrolled in WIA DW-Formula and was sent to Kauai Community College for a short-term computer course. After registering for the VIP Program, she was able to secure an 8-week internship with a notable community-based non-profit organization, where she subsequently secured a full-time position. Today, she is very glad to be working again!



“AR”

AR was a dislocated worker who had been permanently laid off from his position as a welder. Initially AR was interested in returning to school, but he was undecided as to which program he wanted to enroll in. During our first visit, we also discussed the Emergency Public Jobs (EPJ) program. He was very interested in participating in the 2008 EPJ program while he contemplated what educational program he wanted to enroll in at a community college. The two worksites available in Delaware County were contacted and he was placed at one of these sites.

As he met with his WIA staff member at the worksite throughout the summer, he decided he wanted to become a computer analyst. In the fall of 2009, he was enrolled in the computer analyst program at a local community college and received financial assistance through the local dislocated worker formula program, and also through the EPJ program. He was very successful in the computer analyst program and graduated May 2011. During the summer of 2011 he obtained full time employment as a QA Analyst at a large company. In a recent conversation I had with AR he stated, "The job is pretty good and I am enjoying it." In addition to his full time employment, AR is also helping a family member set up the entire computer system for a business this family member recently purchased.

Sherri

When Sherri was laid off from her job as a reporting analyst from International Paper in July of 2010, she could never have imagined where she would end up six months later. Having worked in numerous positions with the company over a 23-year period, including human resources assistant and sales systems team leader, she enjoyed the stability her job offered and her role developing reporting programs for sales, orders and inventory. However, specializing in such a unique field for so many years had also created a problem. Sherri recognized that it would not be easy to transition into a new career in predominantly rural North Iowa.

Armed with an associate's degree and a solid work history, she spent several months searching for work on her own. By fall, she turned up on a profile list at IowaWORKS as someone that would have difficulty finding permanent full-time work and was invited to attend a re-employment services workshop. Sherri discovered that not only did the workshop provide helpful information for her job search efforts; it opened her eyes to the comprehensive assistance available through the Center. It was during one of these visits that Sherri met with Jennifer Andrade, a recruitment and placement specialist at the Center. Jennifer spent time with Sherri, learning about her skills and background and providing insight into the local job market. She also scheduled her for workshops at the Center to further develop resume and interviewing skills.

During that same time period, Jennifer met a managing director with a local information technology company specializing in the financial industry and had an opportunity to get an in-depth look at their recruiting process, along with the skills and background they were seeking in potential employees.

Recognizing a possible fit, Jennifer encouraged Sherri to apply for a quality control analyst position at the company. She also approached the employer about a

grant opportunity through the Workforce Investment Act that would provide them with an incentive to hire someone through an on-the-job training program. They were immediately interested in learning more and exploring the possibility of hiring Sherri through this program. Judy Pedelty, an employment training specialist at the Center, and Jennifer met with the employer and Sherri to discuss the details and formulate a training plan. Once the interview process was complete, an offer was extended to Sherri and she accepted.

As the first on-the-job training experience for both employer and employee, it seems to be a “win-win” for all involved.

Six weeks into her training, Sherri could not be happier with her new career. She admits that the more she learns about the industry and her role, the more layers she uncovers that need to be mastered. However, she feels confident that the training provided by the company has

enabled her to move forward in a new career direction—something she never would have considered or thought possible without the assistance of the IowaWORKS team and the on-the-job training opportunity. She recently delivered flowers and a thank you note expressing her appreciation.” I can’t thank you enough for your encouragement and work on my behalf.”

The employer is also thrilled with the latest addition to their staff. Her supervisor sees a bright future for Sherri and is amazed at how quickly she is progressing with the complex systems—learning at a quicker pace than others that have been hired for this position.

Randy

Randy was a 54-year old Dislocated Worker who enrolled with WIA in the Dislocated Worker program in July 2009 after being laid off from a manufacturing plant where he had worked for three years. Prior to that, he had been a self-employed truck driver for 28 years. He is married and all of his children are grown and living outside of his home. He discussed that he was interested in going back to school but felt very nervous about doing so due to his age and having been out of school for many years. His interest was Industrial Instrumentation and Control and his career assessment results indicated that this would be a good match for him.

During his first semester of school, he did receive some extra assistance with his CAD class and ended up getting all A’s for the first term. He felt very good about this and it helped him decide that school was the best decision for him. His second semester also went very well for him and he ended up with 5 A’s and 1 B. During the summer term he struggled with the Introduction to PLC’s class and felt that he worked slower due to his age and also due to his lack of computer skills compared to all of the younger students in the class. He was very motivated though and worked closely with his instructor to pass the class so he could move on with the second year of training. During his second year, he did well in all of his classes but did again struggle with his Advanced PLC’s class in his last semester of school. He even considered dropping it at one point and coming back the following year to retake it. He worked closely with his instructor to decide his best option. In the end, he decided he didn’t want to give up

and continued forward on his goal of graduating in May 2011. He was able to pass the class with the help of his instructor and another student that he worked closely with. His hard work and dedication paid off and he was able to graduate with his class. His final cumulative GPA was 3.044.

In June following graduation, he began a job working at a new company doing computer programming/instrumentation. They told him that once he proves himself, he will be able to advance within the company and make more money. He is very excited about this opportunity. He is a successful example of a nontraditional student returning to school and proving himself despite many struggles along the way.



Sheila

Sheila Troutt faced a very different but no less daunting situation when the company where she had worked for 32 years closed. Sheila was in shock when she learned the devastating news. She attended a Rapid Response meeting conducted by the Barren River Workforce Investment Area (BRWIA) trade coordinator to learn about her options. After an intensive job search, Sheila realized she needed more skills and turned to BRWIA for re-training.

Using WIA funding, Sheila enrolled at Daymar College in Bowling Green in September 2008 and earned an associate's degree in billing and coding in 2010. Sheila was hired by the Sumner County Highway Department in Tennessee as a grant clerk.

"I really love my job and the people I am working with. If it had not been for my education, I would not have had the opportunity to work here. I am so grateful for the BRADD organization and Daymar College for making this all possible," said Sheila.

"I really love my job and the people I am working with. If it had not been for my education, I would not have had the opportunity to work here. I am so grateful for the BRADD organization and Daymar College for making this all possible," - Sheila

Jason

Jason Williams was employed with AGC Automotive for 12 years as a production associate. In February 2009, he was laid off and applied for unemployment. Williams continued to look for employment with no success. Eventually he began working with

the Workforce Investment Act client service manager. It was determined that he had several college credit hours and with the help of the client service manager, he enrolled in the industrial electrical technology program at the local community college. Williams completed his degree within one year and is now employed as an electrician in the industrial maintenance field. Williams wrote a thank you letter stating, —Since I have graduated I have been offered several different job opportunities...I just wanted to let you know that your work really does help a lot of people, and I wanted to THANK YOU for that myself.”



Robert

Robert Hamrick had been employed for over two decades as a microfilm and microfiche scanner with the same employer when the company eliminated his position due to a reduction in workforce. Because there was not a high demand for his former job in the current labor market, Mr. Hamrick realized he needed to explore some different alternatives in a new and changing economy. After applying for Unemployment Insurance, he was instructed to attend an Early Intervention workshop at Frederick County Workforce Services (FCWS). There, Mr. Hamrick began his search for a new position and a new start. He received career counseling services, had his resume critiqued by one of several Certified Professional Resume Writers (CPRWs) at FCWS, utilized the tools and services available in the Career Resource Lab, and attended training classes that would provide him with the knowledge he needed to succeed in his job search. Mr. Hamrick now has a full-time position with Wegman’s, the #3 ranked (out of 100) “Best Companies to Work For” by FORTUNE Magazine. He has a full benefits package and is excited about the opportunity to advance his career with a company that has a solid reputation for employee development and internal promotions.



Angela

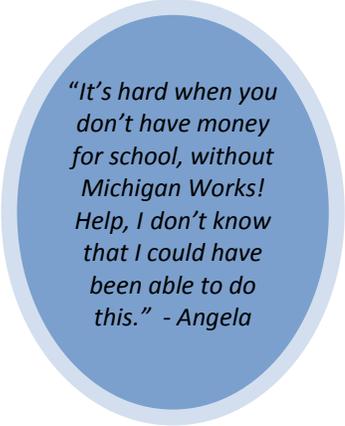
Angela Strong began her career in a factory, but always had a strong desire to work in the healthcare field. She took the first step in beginning her career in health care by becoming a Certified Nurse's Assistant and then an Obstetrics Technician. While an Obstetric Technician involved a lot of cleaning up after deliveries and the monotonous task of restocking surgical charts, she was happy just to be working in health care. It was her four-year-old son who inspired her to take the next step." He motivated me to further my education. I wanted better for him; he gave me that extra push." That push led Angela to Michigan Works!, where she applied for funding to return to school to become a Registered Nurse.

"It's amazing; I love it," Strong says about her position in the postpartum lab at Lakeland Hospital, in St. Joseph, Michigan. Angela admits, working part-time, studying full-time at Lake Michigan College's competitive Nursing Program, and raising a young child wasn't easy." It took tremendous sacrifice; it was hard on all of us." Strong believes the sacrifices were all worth it. She's better able to provide for her son and she loves going to work every day." It's hard when you don't have money for school, without Michigan Works! Help, I don't know that I could have been able to do this."

Casey

Casey worked for Scott's Lawn Services as their Sales Manager for three years before he was laid off due to the slow economy in 2008. He had a family of four and had exhausted his unemployment benefits; he was feeling desperate. Casey heard of the Dislocated Worker program through a mutual friend and contacted Heather Michel, a case manager for the Michigan Works Dislocated Worker program. After meeting with Heather and completing an interest and skills assessment, Casey stated that he would be interested in the MIG and TIG Welding Training program. He was enrolled in the Dislocated Worker program and began the eight week welding training at W-TEC/FabMasters. He became a certified welder on December 1, 2010. On December 6, one week after completing his training, he was hired by On Staff USA, a temp agency, to work at Stryker Instruments as a welder. After working for three months through On Staff, he was hired into Stryker in March 2011.

"This has been a great experience for me to go through this program and obtain the welding certification. My instructor at W-TEC was phenomenal, as he was a hands-on trainer which really helped me to retain what he was teaching. My job with Stryker has been fulfilling as well as bringing in a decent wage with great benefits. I am very happy to be working for this company," states Casey.



"It's hard when you don't have money for school, without Michigan Works! Help, I don't know that I could have been able to do this." - Angela



MINNESOTA

Jeff

“My college career began at Minnesota State University Moorhead in 2003. Two years later, I was mobilized for a 16 month deployment to the Middle East, which was later extended by four months. Upon returning from a 22 month deployment to Iraq in 2007, I transferred to Bemidji State University where I studied Biology.

During this time, I was referred to the Bemidji Veterans Employment and Dislocated Worker program representatives at the Bemidji WorkForce Center, who I had heard might be able to help me find an internship for the summer. Not only did the Veterans representatives inform me of numerous internships available in my field, they also informed me of resume workshops, veterans’ events, and put me in touch with other individuals at the WorkForce Center who could help me with expenses that were not covered under military benefits. Through the help of these representatives’ excellent networking, vast resources and willingness to assist in any way, I was able to obtain an internship with the Department of Natural Resources. The internship was later converted into a part-time job which I had through the remainder of my college career.

The Veterans Employment and Dislocated Worker/Rural MN CEP representatives maintained weekly contact with me constantly informing me of different workshops, continuing education courses in my field and full-time employment opportunities. In February of 2010, the representatives informed me of a full-time position with the county Environmental Service Office of a nearby town. Out of over 40 applicants, I was offered and accepted the position in March.

In my previous job as an assistant manager, I was making \$9.50 an hour with no fringe benefits. My new position as an Environmentalist Specialist with Hubbard County Parks pays almost twice as much per hour with benefits. With my new home, career with excellent wages, benefits and experience, I feel I can start a family and move onto the next stage of my life. I believe that without the help of the Bemidji Veterans Employment Representatives and DW/CEP staff, I would not be where I am today.”



“...I believe that without the help of the Bemidji Veterans Employment Representatives and DW/CEP staff, I would not be where I am today.” - Jeff



Marie

In May 2009, Marie was laid off from her job as a Receptionist/Administrative Assistant at an Engineering firm after working there for three years. When Marie first met with a Dislocated Worker program counselor, she shared her concerns that she might not work again because of the many obstacles stacked against her. She was in her late 50s, had no education beyond high school, and was too young to retire. Directly following her first meeting with Xang, her Dislocated Worker program counselor, Marie wrote a proposal containing the training time frame, labor market information and tuition information to obtain training as a Medical Transcriptionist through St. Paul College, and was approved for the training program without hesitation.

Marie started the training in September 2009. Every semester Marie reported her training progress and turned in her grades to her Dislocated Worker program counselor. As of June 2011, Marie, 60 years old, has completed not one, but three training certificates from St. Paul College and is gainfully employed once more.

Marie shares, "I have good news to give you. Besides graduating with a 4.0 GPA and with three medical training certificates, I landed a full-time job with full benefits and it is going to be a work-from-home position. My position is that of "historian" in which I will interview new patients over the phone to collect their health information and use my medical transcription training for part of the job. It is a unique position this clinic has developed strictly for its business. It is going to be absolutely fabulous!

I thank you so much for all of your confidence in me and for approving my training plan to attend college. Hope I have made you proud as one of your 'success stories'. Xang, you have been such an encouraging force in my life. You gave me confidence in myself and helped me to push the envelope and prove myself worthy of learning even though I am in my mature years

"I wouldn't have this wonderful job if it weren't for the schooling program and all of the assistance you have given me. So, thank you, thank you, and thank you!" -Dawn

"I thank you so much for all of your confidence in me and for approving my training plan to attend college. Hope I have made you proud as one of your 'success stories'."

-Marie

of life. If I can ever do anything to help you in any way in return, please let me know."

Dawn

Dawn VandeZande came to the Winona WorkForce Center for assistance in finding employment. She was laid off from her job at Benchmark Electronics after three years working as a machine operator. With only a high school diploma, she was very interested in going to school, so her counselor enrolled her in the WIA Dislocated Worker Program.

She attended Minnesota State College-Southeast Technical in the Medical Coding

Program beginning fall of 2009. Since she had no post-high school training, the transition was difficult at first. She graduated on December 16, 2010 with a GPA of 3.46.

She attended the Creative Job Search class and received resume writing assistance. Because it had been awhile since she had worked and she was afraid of running out of unemployment, Dawn took a customer service job at the local McDonald's. While working at McDonald's, she interviewed for a medical office position. After two interviews, she was offered the position of Medical Billing Assistant, exactly what she was hoping for!

She stated that during her interview, the employer really "liked the fact that I work in a drive-thru since it requires a whole lot of multi-tasking." When asked about her experience with the WorkForce Center, Dawn stated, "I wouldn't have this wonderful job if it weren't for the schooling program and all of the assistance you have given me. So, thank you, thank you, and thank you!"



MONTANA

Alexandria

Alexandria from Kalispell was laid off from Semitool in January 2009. She took advantage of her opportunity to retrain under TAA. She began training at Flathead Valley Community College immediately after layoff and graduated as a Medical Administrative Assistant in May 2011. She found a job at an orthodontist office in Wisconsin before she graduated and moved there the day after graduation using her TAA relocation benefits.



NEW HAMPSHIRE

William

Highway construction work is hard. Long days and dangerous conditions working in heavy traffic can take a toll on the body as well as the mind. William worked

in highway construction for over a decade, despite a couple of narrow escapes with inattentive drivers. In November 2009, with the construction industry in a tailspin, William was laid off and had to find work to support his family.

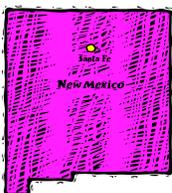
“I had no idea what to do about the situation, but I did go into the Laconia NH Works Career Center after filing on line for unemployment benefits. I had heard they might have some training programs,” said William. “ I met Melinda Wilson, who was to become my WIA Counselor, and I’m glad I was lucky enough to start working with her.”

In a review of his work history and interests, Melinda learned that William had served as a volunteer fire fighter and had an interest in healthcare (as a safety team member on his construction crew). The two agreed that William would be a good match for phlebotomy training. William chose to take courses through River Valley Community College, “the only place in the State where you can get both an internship and national certification.”

William attended classes at Lakes Region Hospital and during his internship, “I drew 300 sticks (blood draws) when only 100 were required. ”While he sent applications to many places, he was offered a job near home, at Lakes Region Hospital, and he took the offer.

“I have less stress.” “I don’t have constant back pain.” “It’s a safer work environment,” said William, who credits WIA Counselor Melinda Wilson and NH Works for “staying on top of my situation from the beginning.”

William has his sights set on continuing his career in phlebotomy, perhaps with an insurance company.



NEW MEXICO

Tri

Tri is a 36-yr-old immigrant from Vietnam with a wife and child, who previously worked at Panda Express Restaurants as an Assistant Manager. Tri was laid off in July 2009 and was having difficulty securing new employment. Tri was unemployed and collecting UI benefits, wanted to resume his career as a machinist, and went to CNM to pursue his AA degree in sheet metal work. Tri is a highly motivated individual who graduated at the top of his class. Through the assistance of WCCNM Business Consultant, Tri interviewed at Wonik Quartz in May for a position as a CNC machinist and secured the position through our OJT program. Tri is working full-time at \$15. 00 per hour and will be receiving full benefits after his probationary period. Tri is excited to

learn another aspect of his profession through Wonik, who is teaching him the art of machining quartz glass.



NORTH CAROLINA

Sue

Sue Williams had been employed with Hilex Poly located in Mount Olive, NC from 1995-2008. After learning that she was going to be dislocated, Williams decided that she wanted to be retrained for the healthcare field. She hoped that would bring about better job security. After intensive research Williams decided to enroll in the WIA Dislocated Worker Program in the Health Care Management Program where she graduated with a 3.5 GPA. Williams earned her Associate Degree in Applied Science - Health Care Management Technology from Pitt Community College with the aid of the Duplin County JobLink Career Center. Upon her graduation Williams found employment with Goldsboro Eye Center, Goldsboro, NC as an Ophthalmic Technician. Williams would like to extend a thank you to all of the individuals who assisted her throughout her school enrollment, as well as throughout her dislocation from employment. Williams feels that enrollment in the Health Care Management Technology Program allowed her the best of both worlds; a profession in health care and a profession that gives her excellent work hours.



OKLAHOMA

Richard

Richard Propst came to the Claremore Workforce Oklahoma office after being laid off from a local manufacturing facility. When he enrolled in the Dislocated Worker program, he requested help enrolling in the Criminal Justice program at Tulsa Community College with the ultimate goal of becoming a police officer.

Since enrollment in Tulsa Community College, Mr. Propst has maintained a B+ grade point average and, with the strong support of his wife and family, is making steady progress toward earning his associate's degree in Criminal Justice. He has done so well that he has already secured a position as a reserve patrol officer with the Locust Grove Police Department. Once he graduates, he will be able to become a full-time patrol officer

Michelle

After being laid off from her job at a finance company, Michelle Parrish attended a Job Skills Workshop through the Pryor Workforce Center and decided she wanted to

go back to school. She applied for the Surgical Technology Program at Community Care College in Tulsa but balked at the huge loan payments she would face to pay for the program.

She checked back with the Workforce center and, working with career manager Sheila Walker, completed an O*Net Interest Profiler and other research that confirmed her interest in the medical field. Michelle applied for Dislocated Worker Training through the American Recovery and Reinvestment Act, which allowed her to start classes in May of 2010. She completed the program a year later and was quickly hired by Wagoner General Hospital in Wagoner, where she has excelled.

Sometimes when she's assisting with a surgery, Michelle has to remind herself that it's not training anymore. It's her new life.



PUERTO RICO

Dislocated Worker, Male

The Southwest Local Workforce Area received a dislocated worker seeking WIA training and/or support services to help start his own business. He showed interest in tourism related occupations and was enrolled in an Excursions and Tourist Taxi Operator Pre-Vocational Workshop. After finishing his training, he was fully licensed by the Puerto Rico Tourism Company to work as a Tour Guide. Today, he has his own tourism company, *The Sun Tours*, delivering services to hotels & the airport, with day and night sightseeing tours.

Dislocated Worker, Female

A woman lost her temporary position as a human resources supervisor and started looking for new employment. She visited the Southwestern Consortium Satellite Office of San Germán where she developed a customer profile and learned more about Dislocated Workers Program. While she continued to search for a job, she enrolled in the Vocational School of Mayagüez to become a designer and seamstress. Following her case manager's advice, she also enrolled in the entrepreneur development program where she learned to set up her own business. She currently owns a sewing workshop that designs leather bags. She has fulfilled her dream of becoming an entrepreneur, business owner and artisan, thanks to the services offered by the Southwest Local Area.

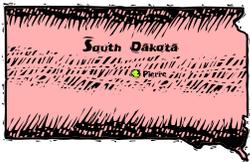
Dislocated Worker, Male



The South Central Local Workforce Area highlighted a success story of a 34-year-old dislocated worker. He requested services as certified dislocated worker from Solectron Company in Ponce, Puerto Rico, a company

certified as eligible for the Trade Adjustment Assistance (TAA) program. He worked for 11 years as an electronics technician with an associate degree in Electrical Engineering. He requested training to towards credentials as radiology technician at the Interamerican University in Ponce. Through an Individual Training Account (ITA), he was able to complete training on December 17, 2010, with outstanding grades.

He also engaged in numerous activities while attending training. He played the piano as a member of the University band; obtained work experience at the University as an “Amanece,” or “note taker”; he also assisted youths with disabilities in the classroom -- work that he is still doing. Currently he continues training to complete his Bachelor's Degree with a major in Radiologic SC/CT Scan and MRI, with a minor in Health Science and Education. He always showed interest, responsibility and a clear occupational and educational goal.



SOUTH DAKOTA

James

James Murphy kept his job with a tool-and-die company for more than three decades until he



and his wife Susan were both laid off in January 2009. Together, they turned to the Department of Labor and Regulation for

guidance and assistance. It took eight months but Susan finally found employment, which she held for a year before being laid off again.

James, however, had decided it was time to change careers and learn modern computer technology. He began the two-year Computer Systems Technology program at Mitchell Technical Institute that fall. Each school day he drove 150 miles round-trip, spending \$130 a week on gasoline. DLR provided supportive service for this expense and James missed only one day of classes that winter, finishing his first semester with a 4.0 GPA. Unable to obtain a summer internship, James kept making the job contacts

Three employers were contacted immediately and one took the initiative, interviewing James and making a job offer one day later. They asked that James begin work the following day, fearing that they might lose James to a competing employer if they waited.

necessary to keep his unemployment benefits. Susan was laid off for a third time that summer and the couple's resources became very limited. Fortunately, it took only two months for Susan to find a part-time job that fall.

James earned a gold-level NCRC during Christmas break but his luck was headed downhill again. A \$2,000 truck repair and a hospital stay caused more hardship and more unpayable bills. Even though Susan began to work full-time, James's unemployment benefits ran out three months short of graduation. Finally, certificates in hand and still willing to commute, James began searching the region for employment.

At this point, DLR staff recognized James as the right candidate for an OJT opportunity that had just occurred. Three employers were contacted immediately and one took the initiative, interviewing James and making a job offer one day later. They asked that James begin work the following day, fearing that they might lose James to a competing employer if they waited.

James is showing every sign of success in his new IT position at the machining manufacturer, combining his extensive knowledge from the years in tool-and-die-making with his new skills with computers.



TENNESSEE

Rosalyn



Rosalyn is a single mother and veteran who had been laid off due to the recession. Focusing on “in-demand” jobs of the future, she elected to enter the biotechnology program. While in school, Rosalyn worked part-time as a receptionist and in custodial positions. Biotech is a difficult program and Rosalyn was always grateful and upbeat at the opportunity Workforce Essentials afforded her. She did her clinical rotation at Biomimetic Therapeutics where she was able to secure a good position upon graduation. Congratulations Rosalyn for setting and reaching your employment goals!

Chris

Chris Cooper was laid off in December 2007 after 5 years with Sunshine Industries. In addition to his primary duties as a job coach, he also helped with building maintenance. The skills he developed and the enjoyment he felt while performing maintenance duties led him to pursue training in that arena. Following his lay-off, he attended Tennessee Technology Center of Knoxville for a two-year course in electronics. Mr. Cooper's path was fraught with challenges; he was eligible to receive about five months of unemployment and found that his and his wife's savings disappeared quickly. He did successfully complete training, but discovered the job market was still

challenging. After a great deal of hard work by both Mr. Cooper and his career specialist, Mr. Cooper found a full-time job working for Habitat for Humanity. He uses his new skills restoring appliances for families, many of whom are trying to overcome a similar situation to the one he and his family faced.

Anthony

Anthony Cannon started working in manufacturing when he got out of high school. However, every time things seemed to be going well and he was getting settled, there would be a lay off or the factory would close. He struggled through this for several years before deciding he wanted a new career with more job security. He completed the Certified Nurse's Assistant (CNA) training program on his own but was encouraged by his instructor to go further with his training. Anthony was financially unable to further his medical training past obtaining his CNA. He learned about the WIA program and applied through the Career Center in White County, Tennessee. Working with his case manager, Anthony received WIA funds to assist him with his training costs while he attended the Licensed Practical Nursing (LPN) program at the Tennessee Technology Center at Livingston. Anthony completed the LPN program at the Tennessee Technology Center at Livingston in April 2010 and passed his state board exam in May 2010. He is currently employed as a LPN at the Overton County Nursing Home." It has been a dream come true, and I thank the WIA program for helping me," Anthony stated.



TEXAS

Alonso

Alonso, who is married with children, was a laid-off pipefitter when he was recruited for training. Alonso was the first to pass the Residential Services Network exam after taking Weatherization and Home Energy Rating System (HERS) Rater training. He went to work for Project Management Group as a weatherization technician. Soon, Alonso was doing home energy audits and became a top energy auditor working with the nonprofit Sheltering Arms in their Weatherization Assistance Program.

Shawna

Shawna had been laid off from her job and was receiving UI benefits. She successfully completed a six-week Weatherization and HERS Rater program at HCC. After she finished the training in September 2010, Shawna accepted a position as an office manager with her former employer, Transtar POS, with a salary increase from \$12 to \$14 per hour based on her new training and certifications.



Jenny

Jenny Lewis is employed with CGI Federal, Inc. , (CGI) in Lebanon and will be soon celebrating her third year on the job. CGI Federal Inc. is a subsidiary of CGI Group Inc. , which partners with federal agencies and commercial companies to provide information technology support. CGI is celebrating its 35th anniversary this year as one of the largest independent information technology and business process services firms in the world.

Jenny received her Certified Software Tester (CSTE) certification through the WIA Incumbent Worker Program. Since that training, she has been able to grow and leverage her skills on a new client project about which she is very enthusiastic.

According to Jenny, "WIA has been a 'full circle' experience for me and I will always support it in any way I can. Back in 2003, I was a Youth Services case worker for a Community Action Program until June 2003, when that department was downsized and I became unemployed. It was the first time I had ever 'lost a job' because I have pretty much always worked/had a job ever since I was 14 years old. The WIA paid for me to go back to school through the 'Dislocated Worker Program. 'I received my Associate of Applied Science in Information Technology in 2005. I then went on to East Tennessee State University, where I earned my Bachelor of Science in Digital Media in 2008. Three months later I started here at CGI as a software tester. The WIA helped me get the very important certified software tester certification. Now, I am officially a Consultant for CGI."

"It is my honor to share my story of how WIA has twice helped me succeed in my career goals. It truly is a full circle experience. To tell you what an extreme difference it has made...when I started school in 2003, I couldn't even touch type and I barely knew what email was. I was scared to death of learning something new and was afraid I might not do well in school.

"Well, I can type super-fast now (and still carry on a conversation) and I am a software tester with two degrees. It is something that I never thought would happen 8 years ago!"



WISCONSIN

Tim

“My name is Tim Bowen. I worked in shipping/receiving and warehousing for most of my career. Unfortunately, my employment ended in March of 2009 because the company that I worked at closed their Milwaukee facility. The company I worked for informed us of some of the programs that were available to help dislocated workers and the unemployed so I decided to take advantage of several of the programs at the Workforce Development Center (WDC). While I was at the WDC they informed me of multiple networking groups throughout SE WI so I began to attend many of them and started to receive many job leads. After not landing a job, and taking second place on numerous occasions, I received a phone call from a person that I had met in a networking group. He had a phone interview with a company for a job that he was not qualified for so he referred several people for the same job. I submitted my resume and through extensive networking I discovered that a person who attends my church worked at the same company where I had applied. As a result of networking with that man, I was hired for my current position in shipping/receiving. The other bonus is that the company that hired me took advantage of the On-the-Job Training (OJT) dollars and received a 75% reimbursement of my wages for the first 90 days of training/employment. I would highly recommend all of the services that are offered at the Workforce Development Center. Not all programs are for everybody, but you can find the ones that are most helpful for you and use them! I needed help with my resume and interviewing and definitely received that from staff at the Center.

Sincerely,

Tim Bowen”

Kurt

For dislocated worker Kurt Kautzer, a former employee of Hamlin, Inc. , a sensor technology company in Lake Mills, Wisconsin, the Career Academy training structure was a the solution he needed to gain the necessary skills and experience to get back to work.” It had been 18 years since I entered a classroom. The idea of going back to school was really intimidating at first. But the Career Academies



“I just wanted to thank the Workforce Development Board for this opportunity and support. I cannot thank them enough and I hope the [Career Academy] program and funding continues to be available to help others like me.” -

Kurt



were filled with other people my age and who were in a similar situation to mine. We helped each other out and adjusted together.”

With confidence and college credits (from his Career Academy training) under his belt, Kurt decided to pursue a two-year technical diploma in Industrial Maintenance at Madison College. Two years later, during the week of graduation, Kurt was offered a full-time position at Clasen Quality Coatings. He accepted an Industrial Maintenance position that included a considerable salary increase. He also graduated from college with an outstanding 3.89 grade point average and is proud of his accomplishments.” I just wanted to thank the Workforce Development Board for this opportunity and support. I cannot thank them enough and I hope the [Career Academy] program and funding continues to be available to help others like me.”

Brandon

“Hello Kathi,

Brandon had a great review and got a couple of promotions since he was hired. He is now the store's "Certified Parts Specialist" and really loves what he does. He is being trained as an assistant manager, and after that he begins training to be manager. He received double the normal raise after 90 days. Being in the Dislocated Worker Program gave Brandon a different outlook on life. He has always been interested in sales but didn't believe in himself. Doing so well in school showed Brandon that he has everything he needs to make it to where he wants to be. When his back was injured, we thought he'd need major surgery or be paralyzed. It became a blessing in disguise.

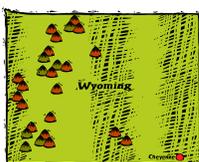
Now he is happy to go to work, is invested in what he is doing, and I've noticed a big change in him. He has earned awards for outstanding customer service and has received 100% scores from several secret shoppers. As a teenager, he hated reading and didn't do well, so he quit school. Surprise ...he was wrong! He scored 100% on all his practice tests and aced the reading part of the GED test. He finally believes in himself. This program opened Brandon's mind to all he could achieve, and I do not think he would be where he is today without your support and the Dislocated Worker Program.

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-Lisa

Now he is happy to go to work, is invested in what he is doing, and I've noticed a big change in him. He has earned awards for outstanding customer service and has received 100% scores from several secret shoppers. As a teenager, he hated reading and didn't do well, so he quit school. Surprise ...he was wrong! He scored 100% on all his practice tests and aced the reading part of the GED test. He finally believes in himself. This program opened Brandon's mind to all he could achieve, and I do not think he would be where he is today without your support and the Dislocated Worker Program.

Thank you again,
Lisa”



WYOMING

Robert

Robert Stuart came into the Laramie Workforce Center in October 2010. Workforce Specialist Cana Ivie noticed he was always there early in the morning and almost every day. After a few weeks of consistently seeing him job hunt with office resources, she asked him how his search was going. From his patient and calm manner, she never would have guessed that he was in such a bad situation. He had been laid off from a mason company and bills were piling on him quickly. Robert and Cana worked together for a temporary fix to get his bills paid and, within two months, had two part-time jobs for Robert.

Unfortunately, his unemployment ended because he was working, and the two part-time jobs did not equal a full-time position.

He had mentioned a few times how much he would benefit from getting a commercial drivers license (CDL). He had seen several postings for this work during his job searching and, while working for the mason company, he had seen several drivers being hired on for a better wage

In his previous jobs he [Robert] never made more than \$13.50 per hour. Now Robert is starting out at \$14.00 per hour with many opportunities to advance.

than he was making as a laborer. Cana told him that due to the decreasing national labor market trend for driving positions, the Workforce Center was unable to pay for CDL training and he was turned down for WIA funding. But he never gave up. For four months he continued to cope with long hours and low pay and work the best he could. Through it all, he maintained the same patient, calm kindness that he had walked in with, months earlier. In the mean time, from October through January, Cana and Jamie Weingart, Laramie Business Representative, monitored the local labor market for CDL driving positions.

Even though the national statistics were decreasing, Wyoming was holding steady for growth in CDL driving positions. They found that Laramie was posting between four and six CDL-required driving jobs per month. With Robert's persistence and willingness to complete any and all WIA tasks that were required of him, it was petitioned to have WIA funding pay for his training at SAGE Technical Driving School in Cheyenne. The request was accepted, and Cana and Jamie began planning how to help Robert successfully complete the training. He planned to keep one of his part-time positions and drive back and forth between Laramie and Cheyenne to continue to support himself and pay what bills he could. However, the week that he began his training, many obstacles presented themselves. His car would not start in a January freeze, he could not drive more than 45 mph because his tires were badly worn, and he could not continue driving back and forth. None of this stopped Robert from being determined to finish. Through some supportive services, working with the Workforce Center's good business partner, SAGE, and taking a leap of faith, Robert pursued the training. A training that takes some people up to six weeks to complete only took him two and one half weeks.

Going back on the job hunt the Monday after he earned his CDL, Robert was able to apply for many companies. Because he was diligently in the Workforce Center every day searching, when a prospective employer from LaFarge came to pick up applications,

Cana was able to introduce the manager to Robert. They had an on-the-spot interview and two weeks later Robert had a permanent, full-time position. In his previous jobs he never made more than \$13.50 per hour. Now Robert is starting out at \$14.00 per hour with many opportunities to advance. He is also looking at ways to give back to the Laramie community by volunteering with some agencies in town that helped him get his footing.

William (Bill)

William (Bill) Kizer, who lived in Weston County with a family of six, was receiving Unemployment Insurance benefits for 10 months. In 2010, Bill was unable to find work and was utilizing Wyoming Workforce Services when he found out about the WIA training funds. Through WIA, he was able to attend Mountain West Truck Driving School. Three days after successfully completing the course, Bill was hired by Swift Transportation, driving over-the-road (OTR). Bill began earning enough monthly that he no longer needed benefits from Family Services.

Five months later, Bill went to work for Kissick Water & Oil services on a local route that allowed him to be home with his family, at a better rate of pay with overtime available. WIA training has allowed Bill to pay all of his bills and accumulate a credit score of 630! Bill feels that the services he received have not only improved his life financially, but also have helped improve his health and the health of his family. He has been able to build his savings and is now driving a new car! Bill said, "Overall, WIA improved my quality of life and worked for me!" He gives special thanks to the Newcastle Workforce Center, Candy Driver-Ratigan & Georgia Auch, for all of the help and encouragement they provided.

Kevin

Kevin came into the Cheyenne Workforce Center seeking employment and training assistance. Kevin was receiving Unemployment Insurance benefits that would soon be exhausted. He had been conducting a thorough job search but was unable to find new employment. His skills and work history were in a narrow field where there are few opportunities in the local labor market.

Kevin had 14 years experience with assistive and mobility equipment from sales, service, installation, maintenance and repair. Although Kevin was experienced in sales, service, installation and maintenance repair to specialized equipment he did not have a post secondary credential to allow him to expand on any of those skills used in his previous employment. He was seeking training in a new field that would offer him better employment opportunities.

With assistance from Judy Carroll, a Workforce Specialist in Cheyenne, Kevin visited with Brenda at Sage Technical Services and considered obtaining a commercial drivers license (CDL), Class A, which would allow him to drive over-the-road as well as to find



"Overall, WIA improved my quality of life and worked for me!" -Bill

local route driving positions. Sage offers a five-week training course that prepares their students to receive a CDL license and assists their graduates in finding employment. With training at Sage Kevin would be employable in an in-demand occupation.

Kevin qualified for WIA Services under the Dislocated Worker program because he lost his employment through no fault of his own and was unlikely to return to his previous job. Kevin was presented before the WIA review committee for approval to attend Sage. With committee approval Kevin was accepted into Sage in May 2010 and has achieved his CDL Class A license. Kevin found full-time employment on July 19, 2010 with Gemini Motor Transport hauling fuel to Loves Truck Stops. He will be earning an average of \$46,000 per year.

WIA YOUTH SUCCESS STORIES



Kelsie

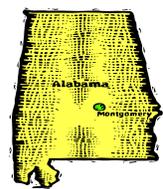
In 2009, Kelsie Buzzard took a leap of faith and began training at the University of Alaska's Career and Technical College (UAF/CTC) to become a Certified Medical Assistant. As a single mother of two young children, she knew she would need a good job to provide for family. The WIA youth program at the Fairbanks Job Center worked with Kelsie to create an individual service strategy to help achieve her employment goal. With the help of WIA case managers, Kelsie was able to find the time, energy, and funding to complete training. She



endured many personal challenges over the two-year course of training, but did not lose her focus. In the fall of 2010, she made the Chancellor's Honors List, recognizing her academic achievement of a 3.9 GPA. In May 2011, she graduated with an AAS in Medical Assisting, a Certificate in Medical Assisting, and a Medical/ Dental Office Certificate. Less than a week after graduation, she was hired by Sports Medicine Fairbanks making \$17.50 per hour, full-time hours with benefits!

Mary

Mary Hostetter is from Igiugig, near Lake Iliamna. Mary attended a high school that had only six students total; she graduated a year early and was accepted into Northern Arizona University. She quickly realized that the transition from a rural to an urban setting was difficult, and so she dropped out. Mary returned to Alaska, and after working for a year in her village, she enrolled at AVTEC- Alaska's Institute of Technology, in the Professional Cooking and Baking program. Mary excelled in her technical training. Her pastry arts instructor called her "a joy to have in the kitchen," and she described Mary as "responsible and talented." In fact, Mary earned her certification in Professional Cooking and Baking and an additional award for excelling in both academics and performance in the kitchen. Mary found out she was hired at Arctic Catering the day she graduated from training, and started work in July. Mary received funding through PELL, the WIA Youth program and the Pebble Partnership. The WIA Youth program assisted with books, tuition, and paid work experience. Without the combined funding and assistance, this training would not have been possible.



ALABAMA

Savannah

Savannah Marschke was your typical high school teen full of life, promise, and opportunity. Although, a bright student, Savannah began to lose interest in her studies and eventually dropped out of school. Within years, Marschke became a young wife and mother. She had low self esteem, no education, and no job opportunities.

Marschke states that she wanted to do something with her life and help her son." My son motivated me to do something with myself," Marschke said." I wanted to make life better for him and I wanted to achieve something."

Thanks to encouragement from a friend, this new wife and mother decided to get her GED. Marschke enrolled in Goodwill Easter Seals' Youth Excelling for Success Program funded by Mobile Works.

She acknowledged that she was afraid to enter the program for fear that she would struggle and not remember anything from the first two years of high school, but noted that, "Because of the support from teachers and the staff, I achieved my GED in

"This program has changed my life, and I am excited about the future," States Marschke. "If I can do it anybody can do it."

record time. They also provided me with my childcare and assisted me in finding a job. I went from low self-esteem to high self-esteem.”

After receiving her GED, Savannah enlisted the services of Goodwill Easter Seals again. The staff helped her study for the ACT, and now she is a student at the University of South Alabama majoring in nursing.” This program has changed my life, and I am excited about the future,” States Marschke.” If I can do it anybody can do it.”



ARKANSAS

Kiffany

Kiffany Golston applied to the WIA program on May 4, 2009, as an Out of School Youth (OSY). Kiffany lives in Ozan, Arkansas, a very small community with a population of less than 100 people, with little job opportunities available. She knew that in order to make a living and to be able to reach her goals she would have to further her education. In order for Kiffany to enroll in school, she knew that she needed financial assistance. She realized that she was only steps away from beginning her journey to obtaining a degree. Kiffany was a very hard worker throughout the entire process for WIA; she never gave up no matter how hard it got for her. Kiffany was able to enroll in UAMS’ two (2) year fast track program for Nursing. Kiffany began her long journey to obtaining her degree.

She endured many nights of studying and traveling back and forth to UAMS in Little Rock, Arkansas and Hope. She also had to complete clinical rotations at various hospitals in Magnolia, El Dorado, and Camden. No matter how many times Kiffany thought that she would never reach her goal, she continued to strive and complete each semester. By being dedicated to her future and her education, Kiffany was able to graduate from UAMS on May 20, 2011, with a Bachelors of Science degree in Nursing.

Kiffany was eager to go out into the workforce and use the tools she learned while completing her education. On July 11, 2011, Kiffany began working at Christus St. Michael’s Hospital in Texarkana, Texas. Her starting wage was \$23.09/hour. Kiffany is excited and ready to begin her new journey; she stated that there are many healthcare opportunities that she could now seek after obtaining her degree. Kiffany is looking forward to whatever comes next and is grateful for the assistance from WIA. Without help from WIA, she would have had a difficult time or given up on her goal.

Garrick

Garrick Owens, WIA Younger Youth Participant, was recently named Bradley County Young Citizen of the Year. The award was presented by the Bradley County

Chamber of Commerce at its' Annual Chamber Gala, held in Warren, AR on February 22, 2011. The award holds a prestigious recognition status because the recipient is chosen from a very large group of people within the towns of Bradley County. Garrick was very active at Warren High School where he received national awards in FCCLA, and participated and held offices in the Student Council and several other clubs. Garrick is also very active in his church and his community.

"Garrick is very deserving of this award; he is an outstanding young man who strives for excellence and is committed to achieving his goals. I am proud to have him in our program." –said Eddie Thomas, Career Connections Coordinator. Mr. Owens has been in the WIA youth program for over two years and has participated in employability classes, college prep classes and summer youth employment, where he secured a permanent part-time, position as Administrative Assistant at the Bradley County Chamber of Commerce after successfully completing the summer program. Mr. Owens was among the 20 Warren High School Senior Younger Youth participants who graduated on May 27, 2011, which he completed with a cumulative GPA of 3.60. As a result of his hard work and dedication, Garrick received in excess of \$40,000 in scholarships upon graduating. Garrick is now attending the University of Arkansas at Monticello where his goal is to attain his Bachelor of Science in Nursing. Garrick's positive outlook on life and his determination to achieve his goals makes him a "shining star" in the Bradley County Younger Youth Program.

Randi

Going to college can be challenging but finding the financial support can be even harder. Thanks to the Workforce Investment Act, I was able to pursue a career in dental hygiene almost worry free. The WIA paid not only for my tuition, but my books and licensure tests were also covered. I am so thankful to this program for helping me financially and allowing me to focus on my classes. I know the Dental Hygiene program would be tough and competitive and time consuming. The financial support of WIA allowed me work toward my degree without having full-time job as well. I'm happy and proud to say that on May 21, 2011, I graduated from UAMS with highest honors and a bachelors of Science degree in Dental Hygiene and on June 6 I began my career as a dental hygienist at Dalton Family Dentistry. The WIA is a huge part of all my accomplishments. I am so thankful to the knowledgeable and supportive staff at the Arkansas Workforce Center in Morrilton and all of their help over the last two years. I am so excited for what the future holds and so thankful to the WIA for helping to make my dream job my reality.



George

At 23 years old, George has overcome barriers in his life that have held him back in obtaining a permanent job. In 2009, George encountered some legal problems and was sentenced to 9 months in jail. While on probation he discovered how difficult it was to find a stable job because of his criminal record. After several months of being rejected by employers, George enrolled in Taller San Jose's Tech Construction Academy. Here, George acquired the essential hands on training in the building trades. He also learned basic employment principles in which he would be able to take with him to future jobs. During his training at Taller San Jose, George showed great interest in the Orange County Green Jobs program. George attended the orientation and enthusiastically enrolled into the program after successfully completing his training at Taller San Jose.



He was co-enrolled into the Summer Youth Program to work for the City of Brea and he began to attend the Vital Link trainings for Green Jobs for the City of Brea. The worksite supervisor from Brea where George is doing his community service is very thankful to have him at his worksite and says that, "George is one of the hardest workers I have and he works harder than some of the permanent employees here!" George is thankful to be a part of the Green Jobs Corps Program and is looking forward to completing his training to begin his quest for a job in the green industry. After he completes his training through the Green Job Corp Program, he would like to find a career where he will utilize the skills he has obtained through the program.

Dlovan

Dlovan, age 24, is a young man whose family had a history of gang ties in the community. Although he had completed high school, he had no real family support and no serious career direction. After completing a six week Career & Apprenticeship Preparation Program, he was hired for a six month apprenticeship with the MAAC Project as a Weatherization Specialist, performing energy efficient renovations to low-income homeowners in San Diego. During this time, he acquired four state certifications related to the industry and gained valuable hands-on training in the building & construction trades. After completing his time at MAAC, he searched for employment for three more months before finding a permanent job at Excel Stone & Tile Care, as a Tile Restoration Technician.

Unesha

Unesha enrolled in the WIA Youth Program at Hub Cities WorkSource Center to achieve gainful employment that would pay for her tuition and living expenses. As an emancipated foster youth she was living in transitional housing and the deadline for departure was approaching. Working two part-time jobs, both at minimum wage, were not providing the necessary income to pay for both housing and tuition.

Hub Cities assisted Unesha with her job search, and a very determined Unesha obtained a position with PL\$ Check Cashers as a Vehicle Registration Clerk. She also

obtained new living arrangements with a family member and was able to focus on continuing her education. Despite all the adversities in her life, Unesha enrolled at Cerritos College where she will obtain an AA in Liberal Arts (Mental Health) by December, 2010. She plans to transfer to Cal State Fullerton to pursue a B.A. in Human Services with a minor in Mental Health. Unesha is planning on helping those she feels are less privileged than her.



Marvin

Prior to enrolling at the City and County of Honolulu's Youth Services Center, Marvin was a troubled youth who committed several infractions that brought him within the jurisdiction of the state of Hawaii's Family Court system. In February 2009, Marvin dropped out of school at 15 years old.



As an at-risk youth and youth offender, Marvin came to the juvenile diversion program at the Youth Services Center hoping to obtain his high school diploma. Marvin enrolled in the Competency- Based Diploma (CBASE) classes but was unable to complete his 5th and final unit when the diversion program came to a close as the funding ran out. Fortunately Marvin was accepted into the Workforce Investment Act Youth Program to complete his CBASE instruction.

Marvin progressed exceptionally fast through the CBASE program. At 16 years old, Marvin obtained his high school diploma. After completing his academic instruction, Marvin was able to secure a paid internship through WIA at a local auto body and stereo company. With a change in attitude, and willpower and determination, he successfully achieved his goals.

Naili

Nailiulaikalani is a 21-year-old, part-Hawaiian female and single parent living in Hau'ula with her daughter. She graduated from Kahuku High & Intermediate School. On March 13, 2009, Naili came into our office at Hau'ula for a scheduled assessment appointment. She was interested in Medical Assistant Training and had a scholarship award from Hana Lima, but needed more financial assistance in order to enroll in classes at Hawaii Medical Institute of Hawaii that began in April. She appeared well-dressed, friendly, ambitious, and hard-working, and her past experience as a general office clerk, teller, volunteer, and cashier had allowed her to acquire skills in customer service, computer and office equipment, and cash handling. She had also attended training and received certificates in Prenatal & Infant development.

Naili began her training in April 2009 as a Medical Assistant at Hawaii Medical Institute, and through hard work and ambition she received her Clinical Medical

Assistant Diploma on June 13, 2010. While attending training she continued volunteering, caring for her daughter, and seeking part-time employment. Naili is currently employed at KO'olauloa Health and Community Wellness Center in Hau'ula as a Medical Assistant, where she provides medical and clerical assistance. She enjoys her job and helping patients in her community. In the years to come she will seek a bachelor's degree in Nursing and pursue her career in the medical field—and will continue to volunteer in her community.

Chantal

Chantel, age 21, was a high school dropout and a single mom of a two-year-old son when she learned about the Ola I Ka Hana Older Youth Program through a friend. Being on welfare, she was informed that one of the requirements to receive benefits was that she had to find employment and work a minimum of 30 hours per week. Chantel knew that without a high school diploma she was not going to be able to find a job, since most of the jobs required a high school diploma or GED.

Chantel applied with Ola in 2009. There were a few barriers for Chantel to overcome, as she had no driver's license, no transportation and no childcare before she started the early morning classes for her program. With the help of family and friends she began the program. The coursework proved difficult at first for her since she had not been in school for a while. But Chantel remembers thinking about her son and wanting to make him proud of her. She also remembers how her youth specialist, Kealoha Daubert, made learning interesting and fun. She got up early and attended class with a good attitude.

Chantel was a model student, and it paid off. She was hired by Laniakea Express as a full-time cashier. She received a pay increase after only a month of being employed and is still employed there. She received her Competency Based High School diploma in 2010 and continues to meet with her youth specialist, Kealoha, quarterly. She says to others, "Stay in school, but if for any reason you can't, the Ola program and teachers can help you. They helped me, and I'm thankful."

"Stay in school, but if for any reason you can't, the Ola program and teachers can help you. They helped me, and I'm thankful." - Chantal



ILLINOIS

Chelsea

In the summer of 2010, Chelsea Geimer was one of 15 anxious youth placed with the outdoor crew at Giant City State Park. Participants were provided transportation to the worksite, since the majority of them did not have reliable personal vehicles. Chelsea's leadership skills began to shine as she was able to work with her team on the best way to perform the tasks assigned to them, in spite of the heat and mosquitoes, by concentrating on accomplishing tasks in record time.

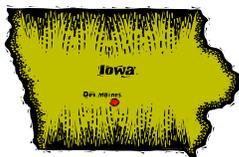


The Park Superintendent rewarded her accomplishments by assigning her to the Visitor's Center and having her assist with clerical duties outside her project hours. She was soon promoted to a team supervisor due to her strong work ethic and ability to lead other youth to excel. In August of 2010, due to her work in the DNR project, Chelsea was offered and accepted a graduate assistant position at Southern Illinois University at Carbondale while working on her Masters degree in Zoology. During the fall and spring semesters at SIUC, she taught sophomore biology labs for the university.



In the summer of 2011, due to her outdoor work experience with the DNR project at Giant City State Park, Chelsea's resume was reviewed by the Illinois Natural History Survey. She was hired as a summer field technician for the Mussel Project. She spent the summer of 2011 traveling throughout Illinois sampling streams for our native fresh water mussels. Through this technician experience with the INHS, she was able to network with people from a variety of organizations.

Chelsea has been asked to do an internship with the Natural Heritage Division of IDNR beginning in June." I would like to sincerely thank MAN-TRA-CON and the DNR project at Giant City State Park for believing in me and giving me this opportunity which has continued to open doors for my future. Without the 2010 DNR experience I would be just another college student with no field experience and limited opportunities." Chelsea expects to graduate with her Masters in the fall of 2012.



IOWA

Logan

Logan began services in 2008 as a student in the SPAN II program at NW IA Community College. This program is a 5th year high school program designed to assist students on an IEP through their local school district to complete vocational training. He

was also working with Vocational Rehabilitation Services from the beginning of services. Logan had limited work experience at the onset of services. He had worked at his father's business in a furniture store on and off as needed. He was pursuing the Computer Networking and Technology degree at NCC and all of his tuition, books, and fees were paid by his local school district. I assisted him with updating on his progress in his classes and met with him monthly to discuss concerns.

In his second semester, I set up a work experience for him to work with the computer department at NCC as a Computer Support Technician Assistant. He completed 20 weeks of work experience from April 2009 through August 2009 and received great progress reports with each timesheet returned. At the end of the work experience, the college was not able to offer him a position due to not having an open position at that time. He graduated from the Computer Network and Technology program in May 2009. At this point he was working with Vocational Rehabilitation Services to connect with employment in his field and I stayed in touch with him to see how this job search was going. He did get referrals about job openings and he followed up with applications but did not get very many interviews and most of the job openings were requiring more experience than what he had. He did continue to work for his father at the furniture store in the meantime. He was in a partner activity during this time.

Then in August 2010, the computer department at NCC had a temporary position for a Computer Support Technician and they called Logan for this job. He started to work for them at the college full time in this temporary job through February 2011. His Vocational Rehabilitation worker contacted the college and offered incentives for them to hire Logan. In January 2011, the college advertised an open position for a Computer Support Technician and Logan applied for this job. In the first week of March 2011, he was interviewed and hired for this position at the college. He is now making a good wage and has good benefits as well. He was so pleased and proud of his accomplishments and so happy with this position in his field of interest. The work experience was important in helping him to get this position because they knew that Logan was a good worker and called him when they had an opening. He continues to work there and the staff has only good things to say about Logan.

"D"

D has additional responsibilities beyond those of a normal high school senior; he is the only person in his household with a driver's license. He takes his grandmother to all of her medical appointments, transports his step-dad to work, and provides his younger brother a ride to and from school.

D had a strong desire to graduate from high school, as neither of his parents had done so. D worked very closely with his special education teacher and was able to graduate in May of this year. He is very proud of that accomplishment and very pleased with the incentives available for graduation through the youth program.

After graduation, D's goal was to secure employment in the flooring industry as a carpet/tile installer. The youth program arranged a work experience for Dillon at a local carpet store. D is currently completing this training.

In summary, the youth program has been able to provide guidance and counseling to this at-risk youth to promote and encourage his completion of high school. The next goal in D's plan is to provide him with hands-on training through a work experience program. Upon completing the work experience, we are hopeful the employer will have an opening for D with the company.

16-yr-old WIA Youth

A 16 year old high school student & single mother living on her own was a referral from the Promise Jobs & Youth & Shelter Services. She originally enrolled in the TANF summer program. She was relying upon FIP & food stamps to meet her family's basic needs at the time. With no previous work experience she was struggling to obtain employment in order to gain self-sufficiency. Our goal was to give her some successes in her life. She hadn't seen many in her young life thus far. During her first summer with us, she successfully completed a work experience at the Animal Rescue League; and successfully completed the Iowa Valley challenge course. These two successes gave her more confidence in herself. This new found confidence motivated her to strive to reach new goals. She knew she needed to finish high school but she hadn't been successful in the past and she was concerned she wouldn't succeed. She had struggled with her attendance in school and balancing the needs of her young daughter. Through guidance, a lot of moral support and small incentive bonuses for attendance she succeeded. She graduated & made plans to continue onto college and seek a nursing degree.

While waiting to start attending Marshalltown Community College in this fall, she was placed in a summer work experience at a web design organization. This experience has sparked a new career interest for her. Her major now will be graphic & web design. Like a lot of youth, she changes her mind often; the difference for her is the career information and hands on work experience she is being exposed to by the WIA Youth Program. This youth is now making her decisions based on interest, career information and hands on experience. The youth specialist continues works diligently to ensure this youth is making well informed decisions. As part of the summer program she is also working on completing an academic learning component. She is studying the A Game program which encourages youth to bring their A Game to work, school & all that they do. Her summer work experience has not even ended yet & she already has full-time employment lined up with an insurance company that is willing to work around her school schedule. Due to the team approach from her youth specialist, worksite supervisor and herself, this girl has grown into a very professional young woman. Can't wait to see what she accomplishes next!



Brent

Brent came to HWI in his first semester at Manhattan Area Technical College (MATC). Attending the Electric Power & Distribution program, Brent had a documented financial need for assistance with his classroom training costs and was pursuing a program which led to a high demand/high wage occupation in Kansas. The WIA program issued an Individual Training Account (ITA) voucher to provide a modest financial scholarship for partial coverage of his training costs at MATC. During Brent's time at MATC, he was selected as a Student Ambassador and served as Student Body President. He was also nominated for American Technological Association Outstanding Student. In addition, WIA provided a referral to the State Energy Sector Partnership Training (SESPT) program which allowed Brent to participate in Westar Energy's boot camp program. Brent's WIA Career Consultant provided ongoing support and employment counseling during training. Brent graduated from MATC in December 2010, with a 4.0 GPA. During his schooling, he obtained a part-time position with DSNL Electric and after graduation was offered a full-time position as an apprentice lineman with an hourly wage of over \$20.00 per hour."

Sasha

Sasha is a native Alaskan Indian female who was referred to WIA by the court system due to school truancy issues. Sasha has an older sister with a terminal illness and her mother has been diagnosed with cancer. Before WIA, Sasha had no prior work history and lacked reliable transportation. Sasha began work with USD #383 (her local WIA youth provider). She agreed to focus on her schoolwork, attend classes, attend academic tutoring sessions, participate in a leadership club and graduate from high school. Once her grades and attendance improved, the youth provider arranged for a work experience for Sasha a teacher aide. Sasha loved her work with students. Sasha's efforts and accomplishments allowed her to apply for a job with the school district. She was hired as a Para-educator and will working with the district's special education students this coming school year.



Hollye

A deferred dream became a reality for Hollye Westbrook who pursued a college degree with the help of BRADD and the WIA Older Youth Program. Hollye was not

financially able to go to college after high school graduation until a friend told her about the program. Hollye earned a bachelor of fine arts degree with an emphasis in graphic design at Western Kentucky University in December 2010. Afterwards, she landed a position with Fruit of the Loom in Bowling Green.

"I want to thank the BRADD program for making a way for me to remain in college and graduate with honors. I appreciate the much needed advice that I received from my WIA case manager and the guidance that I received in my final two years of being in the program. The BRADD program absolutely helped me to achieve my goals, and I feel very fortunate," said Westbrook.



Clarissa

Carissa McDonald joined the WIA Youth Program in early 2010, after working with the ARRA Youth Program for her first job. Coming from a family of five and living in rural Montmorency County, Carissa struggled to achieve her academic, employment and leadership plans. Her goals upon entering the program were to succeed in high school, apply to college, find reliable transportation, and work. In less than two years, with the help of program funds, mentors and friends, Carissa achieved all of her goals.

The Youth program provided materials necessary for her to complete her higher-level math courses and even acquire college credit while in high school. Youth program instructors helped her complete her financial aid forms and college applications. She also completed her driver's training course and received her driver's license with financial assistance from the program.

Lastly, she worked as a tutor, teaching other WIA youth students who had difficulty in mathematics. Carissa's geometry ability and leadership skills made her an excellent tutor and ensured that other WIA youth students could succeed in math. This past May, Carissa graduated as the valedictorian of her high school class. As of fall 2011, she is attending Northern Michigan University.



Kimberly

Kimberly Frazier gained career success with the Out of School Youth Work Experience Program at the Natchez WIN Job Center. Kimberly, who is deaf, proved she

is a hard worker. The WIN Job Center worked with Kimberly's vocational rehabilitation interpreter in Hattiesburg to give her the Tests for Adult Basic Education. Her mother reported she was "over the moon" when she passed.

WIN Job Center staff members lined up a job for her at a local retail store, and March 17, 2011 was Kimberly's first day at work. WIN Job Center Counselor Diane Brooks continued working with Kimberly, who earned a high school diploma from the Mississippi School for the Deaf. Kimberly adjusted well to working. Because she had a driver's license, she was able to drive herself to and from work. For those who don't use sign language, Kimberly communicates by text using her cell phone.

As Kimberly neared the maximum 520 program hours, Ms. Brooks began talking with the employer about keeping Kimberly as a regular employee. Even though she was an excellent employee, the downturn in store revenue made it unclear if Kimberly would be able to continue at the store after the program.

Less than two weeks prior to Kimberly's final day in the work experience program, Ms. Brooks learned good news." Kimberly came in on July 8th to pick up her last Work Experience Program pay check," Ms. Brooks said." I had written her a note telling her how happy I was she had been hired and how proud I was of everything she'd accomplished thus far. She read what I had written, then gave me that great smile of hers and a big hug. That day, my heart swelled because I was so thankful to be a part of the Youth Work Experience Program that profoundly changed such a deserving life as Kimberly's."

Jannita

Jannita was a 21-year-old who entered the CARES of Mississippi Careers Youth Program in October 2008. She was an unemployed high school dropout. To regain custody of her son, the court required her to get a job and further her education. CARES staff worked with her until she received a GED certificate in March 2009.

Staff helped her create a resume, taught her how to properly complete job applications and taught her interview skills. They then took her to the Pascagoula WIN Job Center where she completed a Windows XP class. After getting counseling at the job center, Jannita was awarded an ITA to attend Mississippi Gulf Coast Community College where she enrolled in the childcare worker and child development technician program. She has completed the program and is awaiting certification. Having met all court requirements, Jannita has regained custody of her son.

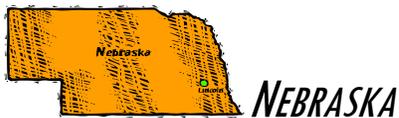


MONTANA

Ashley

Ashley came into the WIA Youth program as a referral from the WoRC program and was receiving TANF benefits. While in the WIA Youth program she completed a four

month work experience contract with Immanuel Lutheran Home. At the conclusion of her work experience she was hired on at Immanuel Lutheran Home splitting time between Recreation Coordinator and Housekeeping. Ashley has recently been promoted to the full-time Recreation Coordinator position at Immanuel Lutheran Home. She has been working at Immanuel Lutheran Home full-time for one year. During her enrollment in the WIA program she was also able to complete her GED certification.



Robin

Robin doesn't remember too much about her childhood life, but around ages 12-17, she found herself out of control. She went through the juvenile justice system, including youth centers and group homes, to help her learn to respect authority. She fell into gangs and violence. She didn't really like school much and had problems there, too. As Robin became older, she started settling down and trying to figure out what she was going to do. She tried to slow down, go to school and get good grades. She needed some assistance to motivate her more and help her keep positive. She researched and found the Goodwill Industries Serving Eastern Nebraska and Southwest Iowa program (WIA Youth) in the North Omaha community. She signed up right away and they let her in the program. Goodwill assisted her with a lot of training, résumé writing and helping her figure out what she wanted to do with her life. Robin realized that she wanted to be a dental assistant, because she liked teeth and doing different things with teeth, so Goodwill got her into a training class. She was in the training program for 12 to 16 weeks. She graduated, and is now a dental assistant full time and a positive role model. Robin states: "I don't let my environment bring me down — I just keep pushing, moving and staying motivated. I'm really successful now; I'm happy where I am. I'm happy that Goodwill helped me out."

Joe

Joe applied with WIA Youth services for assistance in his struggle to obtain employment. In the past, when he did find work, he was unsuccessful in keeping the job and had little marketable experience as a result. Joe stated he was excited about the possibility of Work Experience and to learn new skills, in addition to earning money. Assessment indicated that he had an additional interest in attending college to study Graphic Design. After being provided with some interviewing and job retention tips from his Case Manager, Joe was given the opportunity to apply for a Work Experience

"I don't let my environment bring me down — I just keep pushing, moving and staying motivated. I'm really successful now; I'm happy where I am. I'm happy that Goodwill helped me out." - Robin

position developed with a local government worksite. Joe was hired and according to his supervisor, has proven to be a very good worker. He has taken the opportunity presented to improve upon and acquire job skills. Joe's next goal is to complete college entrance testing and prepare to attend training, with tuition and support assistance from WIA Youth.



NEVADA

Violet

Violet Mendoza is an exceptional young woman who recently graduated from our YouthBuild program. While participating in the program Violet was not only able to improve her literacy and numeracy scores but she also gained enough credits to graduate from high school and pass her proficiency tests. Violet is persistent and a hard worker —she does not give up easily. She served as a great leader and set an example for the other YouthBuild participants in both the education component of the program and on the construction site. She is so dedicated in fact, that she continued working on the construction site even after graduating from the program. Since completing the YouthBuild program, Violet has gained her lifeguard certification and has received a position at Bally's Hotel. Violet is excited for her future and hopes to start at CSN in the spring of 2012 to become either a RN or a Respiratory Nurse.



Violet Mendoza (middle row, fourth from the left) and her class of graduates from the YouthBuild program.

"I am grateful that I was able to find JAG. I'm going places, and not where I was before."

-Nathanial



NEW HAMPSHIRE

Nathanial

In 2009, Nathanial "Nate" was "home surfing" upon his arrival in Manchester from Washington, DC. Staying with friends, crashing anywhere people would offer, and life was tough for this engaging young man.

Landing in a homeless shelter, Nate found it impossible to find work.” Who wants to hire a homeless person?” asked Nate, knowing the answer.

Nate went from the shelter to jail for a short time. Upon his release, Nate attended Central High, still looking for a way to earn money to support his new family. There was a second trip to jail, and Nate knew he had to change direction.

That new direction was offered by the Jobs for New Hampshire Graduates (NHJAG) program, a “dropout recovery” educational and job skill training opportunity funded by the Office of Workforce Opportunity’s Youth Council. Nate was introduced to Seth Window at JAG and found new confidence, undiscovered talents and renewed determination to straighten out his life.

“Seth was awesome,” said Nate. “He was always one-on-one with you. You could be REAL with Seth.”

Today, Nate is attending two colleges; Hesser College and Manchester Community College, working towards a career in radio and television broadcasting.

“I am grateful that I was able to find JAG. I’m going places, and not where I was before.



NEW MEXICO

Stephanie

Stephanie is a citizen of Mexico who is now a permanent resident in the U. S. Born in Baja California, Mexico, Stephanie immigrated here as a young child with both of her parents. She attended public school, but after a few years enrolled in home-schooling as she became disenchanted with the public school system. Shortly after her arrive at YDI in August, 2010, Stephanie received her high school diploma and completed with a 4.0 GPA. When Stephanie came into the program, she was having difficulties at home and moved into her boyfriend’s mother’s home. We placed her to work at Valencia Counseling where she did an awesome job. Always on time and always pleasant, Stephanie’s evaluations were exceptional, so much so, that after completion of her hours with YDI, Stephanie obtained a permanent position and to this day continues to work there.

Stephanie is now meeting other challenges head-on, enrolled at UNM Valencia where she will be majoring in Business Management. When she came into our program Stephanie’s parents refused to provide her with their social security numbers required for filing for FAFSA. Due to their unwillingness to assist, Stephanie has dealt with the problem directly, and is paying her way through college on her own, talk about

“WIA helped me get my life back in order. These programs are the best thing I have done for myself. - Ariel

determination. The WIA program will also assist her with this important goal. Stephanie has informed us that she is motivated in seeing this through. Perhaps in two years we will see her transition to UNM and then to Anderson School of Business, and finally a Master's Degree in Business Management. We have no doubt that Stephanie will transform into a lovely, brilliant young woman with much spunk and determination. We definitely have not heard the end of her story.

Ariel

Ariel dropped out of school at the age of 16. Her attendance had started to decline and her interest in school had faded. She focused more on helping her family and improving her family life. Her goal was to complete her high school and college education faster so that she could help her large family financially. Ariel was enrolled in the WIA program in September 2010, referred to GED classes at YDI and started the workforce literacy training. Ariel obtained a work experience placement at La Promesa Charter School and did an excellent job. Ariel received her GED in December 2010 and continues to work at La Promesa. She is also enrolled in two other YDI programs; Argus Learning for Living, which is providing green industry certification training, and she is receiving mentoring services through C-Core program. Ariel states, "WIA helped me get my life back in order. These programs are the best thing I have done for myself. The program is not easy; you really have to be dedicated to your studies and committed to all parts of each program. I would recommend WIA and YDI to any one that has fallen off course and needs a little help and motivation."



NORTH CAROLINA

Tracy

A soft spoken, strong willed 20-year old Tracy Lovette visited the Columbus County JobLink Career Center in May 2007. She had earned a position in the Practical Nursing Program at Southeastern Community College and was at long last 'on her way to realizing her dream career.' In our initial assessment, Lovette made this statement "I have chosen nursing as my career. Nursing is an act of caring and providing for others. I want to make a difference! Just knowing that I have made a difference in one person's life, makes my life's dream a success."

Lovette juggled a very busy schedule wearing many hats; a single mom of a toddler, a part-time employee at Loris Healthcare System, and a full-time nursing student. Lovette endured many tragedies and hardships along her path to becoming a nurse. With lots of love, encouragement and support from her family, friends and the SCC nursing faculty, staff and classmates, Lovette remained diligent and committed to the nursing program, never once considering the phrase 'give-up'.

Lovette also gives lots of credit to the staff of the Columbus County JobLink Career Center and the Workforce Investment Act (WIA) Keys 2 Success Youth Program

at SCC. She states that “without the financial and emotional support of the WIA program and their staff, I would not have been able to complete this journey. The program assisted with tuition, fees, books, childcare, and transportation.”

Successfully completing the Practical Nursing Program in May 2009, Lovette immediately passed the North Carolina Board of Nursing Licensure Examination and began working full-time with benefits at Loris Extended Care Center in Loris, South Carolina as a Licensed Practical Nurse. Two years later, Lovette has realized and still enjoys her “dream career.”



NORTH DAKOTA

James

James lived in a small rural community with very limited employment opportunities. He was 16 years old and a sophomore in high school when he enrolled in the Workforce Investment Act (WIA) Youth program. American Recovery and Reinvestment Act (ARRA) funds were used for James’ first job, a summer work experience in the city maintenance shop. His monthly evaluations were very positive and indicated he was a hard worker.

The city auditor, James’ supervisor, was very pleased with his work. He encouraged James to apply for a permanent, full-time position upon graduation from high school but in the meantime, he needed to fulfill the hands-on training requirement, turn eighteen years of age and test for certifications. James worked part-time hours through the school year (4-5 hours a week) and full-time hours during the summer.

Upon graduation from high school James studied for several water treatment certifications and became eligible to test. WIA funds were used to purchase study manuals and helped cover the costs associated with the certifications. James was officially hired in April 2011, as a full-time city maintenance employee. He continues employment with the city making \$12.00/hour with benefits.



PUERTO RICO

WIA Youth, Male

This is the case of an exemplary youth with Down syndrome who, through the World of Work Projects, had a tremendous gain. One of his most important achievements has been promoting



positive changes in self-esteem and creating goals for employment. He is currently working as Maintenance Worker at one of Pan Pepin distribution centers in Guaynabo.

WIA Youth, Male

When a youth resident from Via at Mani Ward visited the Mayaguez/Las Marias Local Area for the first time, he was 18 year old only had a tenth grade education. Through the Alternate Secondary Education activity, obtained a high school diploma. He is currently pursuing a post-secondary degree in the ICPR Junior College in the Computer Repair and Maintenance field. His goal is to complete his education in order to get a job. He is a very determined young man, with a strong desire to succeed.

WIA Youth, Female

A youth participant from Golden View Public Housing Project, a low income environment, required multiple services. As a result of an effective case management, the participant was able to obtain a high school diploma, and later enrolled in a post-secondary program in psychological therapy. Personal and economic problems pressed her to quit school. A successful service strategy was designed, including a job interview and internship with Encanto Restaurant. Her tenacity and dedication helped her to obtain and retain a job once the internship was over. That allowed her to buy a car, and to finish a post-secondary education while keeping a part time job.



RHODE ISLAND

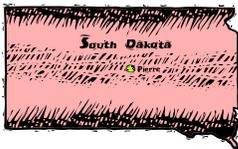
Cindy

Cindy Lopez understands the adage, “If at first you don’t succeed.” It took her four years to reach her goal of earning her GED and enrolling in Johnson & Wales University. Of high school, she said, “School to me just wasn’t my thing, but after a while, I just had to go back.” At age 18, she enrolled in a youth services program at the Providence Skill Center.” I went in with a plan, and I told my case manager this is what I wanted to do, and that is what my case manager helped me to do,” she said.

Carrying out a plan of action is not always as easy as conceiving of one, however. A big stumbling block for Cindy was balancing the demands of a job and her studies. She ended up stopping and starting at the skills center three different times before completing the program at age 22. Of her GED classes, she added, “It was a lot of work, especially because I had been out of school for so long and my grades were not that great.” But learning as an adult in a smaller classroom setting seemed to work well for

her.” There were only a couple of kids in the class, so it was easy to be one-on-one with the teacher. And it’s less intimidating. In high school, you are scared to raise your hand and say, ‘I don’t get this.’ ” Over time, Cindy got better at juggling work and school. Her case manager even helped her gain employment in the mall that houses the skills center. That job—in a women’s clothing store—is a great fit for Cindy. “It’s a girls’ store, so I know what they are selling,” she said.” It feels good when people come to me and ask me questions, and I can actually help them.” When Cindy did complete her GED program this year, she was a featured speaker at graduation, which proved to be a very emotional moment for her.” I knew I had really accomplished something, step by step.”

Cindy’s new plan is to graduate with a degree in Criminal Justice and become a detective, embarking on a postsecondary education financed in large part by a hefty financial aid package.” I had orientation a couple of months ago,” she reported the week before classes were to begin.” I was talking to a lot of kids in orientation, all 17 and 18, and I felt a little out of place. I thought that I probably should have done this sooner, but I just wasn’t ready back then. I would have wasted so much money. Now that I know what I want, I’m nervous and excited at the same time to start.”



SOUTH DAKOTA

Julia

Julia is a 19-year-old single mother of a one-year-old son. She was very interested in obtaining full-time summer employment through the work experience program. Placed at the Wheeler Farms Candy Company, she had the opportunity to work in the retail store, obtaining experience in cashiering and customer service by helping customers. She also learned about getting products ready to ship and receiving products for the store.

Her employers, Trina and Charlie Wheeler, also have a property management business and involved Julia in this by introducing her to the homeowners and renters. She cleaned the properties and got them ready to rent again. She was even involved in filing a police report when one of the properties was broken into. In both these businesses, Julia was involved in office work, operating equipment, filing and keeping customer records.



The Wheeler’s third enterprise is a catering business. Julia was involved in all aspects of this business from cooking, serving, packing up and cleaning up. Trina and

Charlie enjoyed teaching Julia about their businesses and said they learned just as much from Julia as she learned from them!



TENNESSEE

Jose

Each quarter the SMAWB Youth Council names a Participant of the Quarter and Employer of the Quarter. The youth service providers in the ten counties can submit a nomination in both categories each quarter. Those receiving awards during the year are reviewed by the Youth Council to select a Participant of the Year and Employer of the Year. The awards are given at a SMAWB meeting by the board chair, David Popiel.



This year's Participant of the Year was Jose Sanchez. Jose wasn't sure what to think when a friend encouraged him to join in signing up for WIA Youth Services. He decided to visit Douglas-Cherokee Economic Authority, the Hamblen County provider, and find out what exactly the organization was. He did end up enrolling – and considers it one of the smarter moves of his young life." I started coming to tutoring and the tutoring really helped me in school," said the 2011 graduate of Morristown Hamblen High School East. Sanchez now works full-time for a production facility in Jefferson County. His summer work experience prepared him in many ways. "I learned a lot working at my summer job. It helped me get a job after I graduated," Sanchez said. Sanchez completed his summer work experience without missing a day. In fact, he was never even late. Sanchez is also an entrepreneur and has opened an office cleaning business.

Whitney



Whitney enrolled in the youth program when she was a freshman in high school. Whitney and her 3 sisters were raised by a single mother who had never completed high school, but wanted education to be a priority for her daughters. Whitney has a physical disability she acquired at birth but never let any of these barriers stop her from achieving her goals.

Through the youth program she had the opportunity to volunteer at a nursing home and work part time at the Red Cross during the summer. These experiences encouraged her helping skills and led her to the goal of becoming a nurse. She graduated from high school in May of 2011 with honors and is now attending Lincoln Memorial University studying Nursing.

Devonte

Devonte is a graduate of the Alcoa High School Class. He participated in the Summer Youth Work Experience Program this year. He was also active in the Blount County In-School activities held throughout the 2010-11 school year, which included career assessments, leadership training, and college preparation. Devonte was both surprised and intrigued when Career Scope results indicated he has a strong aptitude for management as a career. This dynamic young man had shown natural leadership qualities within his peer group throughout the school year. Like many teens, he just needed to channel and focus his energy.

We observed a marked maturity in Devonte from last summer. He demonstrated significant drive and ability once he was challenged to do more. Where just recently college had seemed out of his reach, he says it now is a real possibility for him. His positive response to suggestions and guidance was refreshing. Within the 2 weeks during orientation, he soaked up new information daily. He would come in the next day with an improved look and attitude. As a result, we selected the Habitat for Humanity Home Store, an established non-profit business environment, as his work site; and

Devonte excelled. Recently, we followed up to thank the Habitat Store for participating in the work program. This community business has been an employer we can depend on, year after year, to provide a healthy, wholesome work experience for our young people. Well, guess what? The managers appreciated Devonte's superb help in getting them moved into their new location so much so, that they offered him a full-time job at the store! He has been on the store's payroll since the end of July. And Habitat for Humanity is very pleased with his dedication and hard work.



Julia

Julia was scheduled to graduate from high school in 2013, but was able to graduate in 2011 instead. She earned a scholarship at South Texas College where she is in her second year. Julia is pursuing a Criminal Justice degree. She is currently a participant in the Board's work experience program where she continues to excel. Julia attributes her continuous success to Project CEO and the support of her friends and parents.

"With my parents by my side, I enrolled in Project CEO shortly after turning 16 years old. At first I was nervous and scared, but everyone was so nice and patient. The program was really cool in that it included role playing and 'real-world' practical experience. I really feel that had it not been for this

program, I would not have gained the skills and experience to find and keep a job, and succeed in school.”



Joshua

The Youth Career Center of Hampton Roads operates out of the popular Pembroke Mall in Virginia Beach, in an effort to reach out to the 14-21 year old age group “on their turf.” The Center hosts a variety of career development activities including workshops, employer networking opportunities and practical experience fairs.

Joshua Ballou had walked past the Center many times before finally coming in with a friend to participate a Game Night event. The next day, he returned for assistance with finding a part-time job. Using employment strategies he learned at the Center, Josh secured a part-time job as a Carpentry Assistant. When asked about his experience, he said the staff “was very helpful and understanding and helped me prepare for interviews and writing resumes.”

Josh graduated from high school and will be attending Tidewater Community College in January. He plans to transfer to ODU years and become an author of children's books.

WIA Youth, Male

“I met a 20-year-old young man at a career fair held for foster care youths, by the Department of Human Services. He was a former foster care child and attended because his brother was transitioning out of the program. After a brief discussion, he asked if he could come to the office and meet with me to help him develop a plan so that he could find work. After completing a basic skills assessment, it became apparent that although this young man had graduated from a high school program at Job Corp and had also attained a few certificates, he was functioning at only a fifth grade level. I enrolled him in a basic skills program at Worldwide of the Caribbean and through diligent efforts on his part; he was able to bring up his basic skills functioning level to almost an eighth grade level within three months. He obtained employment within weeks of the training and has maintained employment at that same establishment to this day.”



Marco

Marco came to the Riverton Workforce Center for help in getting a summer job in May of 2010, just before he graduated from high school. He is from a single-parent, low-income family, so he was eligible for WIA funding. His mother had a stroke several years earlier and is unable to work to support her family. Marco had not had his first job yet, and plans to attend college to become a math or history teacher.

Workforce Specialist David Hill reported that Marco was put into a WIA Work Experience with a small building contractor for the summer of 2010. He was described by the employer as enthusiastic and a hard worker who enjoys learning and experiencing new things. With his first paycheck from his WIA work experience, Marco bought lawn care items to work on improving the yard at his mother's home. Marco finished up his work experience and enrolled in college. Due to a disability Marco was also helped by the Department of Workforce Services' Vocational Rehabilitation Division, which partnered with the Workforce Center WIA program by funding college tuition, books and fees.

After the work experience ended, his employer kept him on as a regular employee, letting him work occasionally when Marco didn't have classes. He is working for the same employer in the summer of 2011, and will be able to work part-time during the school year. Marco did well in his first year at Central Wyoming College, and plans to continue there for another year before attending the University of Wyoming. His Case Manager thinks he is a great success and has a bright future as a teacher.

Success came to Marco because of a great partnership between the Riverton Workforce Center, the Vocational Rehabilitation Office and the employer. The challenge was to get everyone on the same page, assisting Marco to work toward his true capacity. All three entities came together to serve Marco and motivate him to continue his education at Central Wyoming College, which was a fourth partner. This partnership not only gave Marco exposure to work experience and work readiness skills while at the employer's business, but also gave him exposure to higher education, to expand his skills and assist him on his way to a career and self sufficiency.

Nicholas

Nicholas Johnson came into Wheatland Workforce Center with his mother Kim looking for a summer job. Nicholas and his mom thought he needed more than video games to keep him busy for the summer months. They discussed the summer youth employment program with Workforce Specialist Linda Virant.

Nicholas had no actual work history, but had helped his father with his landscaping business and some remodeling before he passed away. Nicholas was shy and let his mom speak for him throughout most of the Wyoming at Work registration and completion of paperwork. When Linda would meet with him, it seemed as if she had to play 50 questions with him to get 20 answers, but at the end there was always a smile and a thank you for helping me. Linda's hope for Nicholas along with gaining his work readiness skills was to gain some self confidence also.

Nicholas was placed with a fencing contractor for his work experience. His co-workers included two college students who had just completed their freshman year. He seemed to bond well with his co-workers and they worked great together. Nicholas was quick to learn many of the duties he was given; hence earning him the nickname "Quick Nick" on the job. Some of the other tasks took a few more times of repeating, but his supervisor was patient and fair with Nicholas. Many times his supervisor stated to Linda how impressed he was with how far Nicholas had come and what a great personality he has. "I could make a heck of a hand out of that kid." he said. Nick learned to watch for ant piles and rattlesnakes while rolling out fence wire and laying out fence posts. Also, he learned some basic work skills and made some friendships that will last a lifetime.

Nicholas also learned through the program what community service really means. Nicholas and eight other program participants volunteered for a full eight hours on a Saturday in August during Platte County's Green Harvest Festival. The participants were given a choice of between one hour and eight hours of service. All 10 chose the full eight hours. Nicholas helped set up teams to block off streets, help with booths, set up trash bins, parade duty and answer questions posed by Festival attendees. Nicholas was the last one to leave that day. There were some additional festivities in the city park and he was headed there to see if Mr. Brecht, the Green Harvest Festival Coordinator, needed any help. Nicholas also demonstrated great interest and leadership in work readiness workshops, making sure everyone completed the sign in sheet, and that all his co-participants knew where the cookies were, and made sure that they all had some. He was also willing to help wherever he could and to share his experiences.

Nicholas finished his work experience on August 20, 2011. He started school on August 23, 2011, and was hired by Coach Barb Schutt to place the goal posts in the ground during the football games for both junior high and high school games. Nicholas was chosen from 15 applicants. Great Job "Quick Nick"!

Aaron, Savannah & Sheila

Joey's Fly Fishing Foundation, Inc., created in 2007, secured funding through the support of the Wyoming Department of Workforce Services, to introduce two young at-risk individuals into a positive employment environment in Sheridan. Both of these individuals, Aaron and Savannah, were hired with these available resources by the non-profit Foundation and became valued seasonal staff. Joey's, which is still in its earliest years, was not able to hire this desperately needed staff due to limited funding and budget restrictions.

As an 18-year-old and soon-to-be graduate, Aaron had never been employed. He had previously been involved as a student at Joey's and it was suggested that a work experience would be helpful for future employment. This gave him work and mentoring experience that would help him gain the skills to be successful in the workforce. Aaron participated as a group leader helping one on



one with the students in the program. He assisted with fly tying, casting and various other aspects of the program.

At 15, Savannah was getting ready for summer vacation. She was in need of work experience, mentoring and guidance in how to interact with people. She had been a previous student with Joey's Foundation and it was determined that she would definitely benefit as a staff member with the help she could secure with this work experience program. Her position allowed her to continue the mentoring opportunities and learn such soft skills as work ethic, professionalism, communication and interpersonal skills. Savannah assisted the program director in all facets of running day-to-day operations. These responsibilities included inventory and other organizational procedures and assisting with youth camps.

In June 2010, there was a new and critical need to hire a more permanent administrative staff member. At that time the Foundation's Board of Directors made the move to hire an administrative assistant. Again, budget restrictions would not permit the Foundation to hire a qualified, talented individual for this position. Through the assistance of the WIA program, an individual who could be trained in a new area of expertise was considered. Sheila Blackburn, who was perusing a career in the Sheridan area, was chosen for this position. She had personally interviewed for several positions in Sheridan and had not found the perfect fit. Although her resume was impressive, she lacked the skills in development and grant writing – important elements for the administrative assistant position and for Joey's.

The Department of Workforce Services was able to help provide on-the-job Training for Sheila. This partnership with Joey's allowed for the training for her to fit the needs of the foundation, her own secured employment and the ability of the Foundation to continue to grow. Continuing education is critical, especially with a young organization like Joey's. Sheila was able to access funds to supplement the on-the-job training program in the area of grant writing. The ability to acquire assistance through the Department's Workforce Development Training Fund allowed Sheila to secure training otherwise not approachable under a non-profit budget. The grant writing workshop she was able to attend has helped her tremendously! Sheila has now written three grants and has been promoted to the position of Executive Director.

Through these training funds, Joey Puettman, Founder/ Program Director was also able to attend an advanced rod building workshop that has enabled him to grow and strengthen the programs at Joey's. This training has now allowed Joey to instruct and help introduce over 40 at-risk area youth to the fine craft of rod building. Again, due to the non-profit budget of Joey's Fly Fishing Foundation, this class would not have been accessible.

As Executive Director, Sheila thanked the Department for its assistance to Joey's Fly Fishing Foundation, Inc. "I want to thank the Department of Workforce Services for the assistance you have shared over the past three years. Your continued support has allowed the Foundation to strive, grow and have a future. I personally want to thank you for the ability to help me have a career with an organization I am proud to represent. You have helped me acquire the training to help make changes. I have personally grown here at Joey's. Thank you. The people I have worked with on an

individual basis over the past 10 months have been amazing. I have been able to ask questions, secure advice and hear friendly voices. I offer a special thank you to Penny Wondra and Linda Barker, Workforce Specialists, Sheridan Workforce Center; Chanda Richards, Office Supervisor, Sheridan Workforce Center; Cathy Snyder, Fiscal Specialist, Cheyenne; and Penny Jemenover, Program Support Specialist, Cheyenne. Thank you again for helping us 'cast for a better future."

AMERICAN REINVESTMENT & RECOVERY ACT SUCCESS STORIES



ARKANSAS

Patricia

Patricia Daniel, age 48, came to the Arkansas Workforce Center in June of 2010 requesting assistance with her educational expenses in the Physical Therapy Assistant program at South Arkansas Community College in El Dorado. Patricia had completed her prerequisites and was admitted to the program but was having financial issues that could have kept her from attending. Patricia was aware of the WIA program because she had worked for Southwest Planning and Development in the Department of Workforce Development Department as a Career Training and Employment Specialist from October 2008 until April 2009. At that time, she stopped working full time in order to begin taking classes to prepare for the PTA program. Before working for SWAPDD Patricia had worked as a Branch Manager for Edwards Jones Investments in Conway until her family moved to Magnolia. Patricia applied to the WIA program in August 2009 requesting assistance with two semesters of books, tuition, fees and transportation assistance, since the school commute was 80 miles per day. She was approved for these services and enrolled on August 23, 2010 into the ARRA Adult funding stream. Patricia entered the PTA program and did well. At the end of her first semester she had a GPA of 2.98.

During her second semester in the program Patricia found herself and her family in financial straits. She had to quit working when she entered the PTA program and even though she was receiving transportation assistance, she was unable to meet her financial obligations. In January 2011, Patricia began her clinical training in Little Rock at Baptist Health Care. She had to rent an apartment close to the hospital because she was unable to commute the 200+ miles per day from Magnolia to Little Rock. Her transportation allowance was reduced due to the closeness of the apartment to the hospital.

On February 2, 2011 Patricia came in requesting Needs Related Payments until her graduation in May 2011. She said without the assistance she was unsure if she would be able to finish school due to the heavy financial burden of maintaining two households during the semester. Patricia was approved for Needs Related Payments on February 2, 2011 and began receiving the service on February 7, 2011. Patricia graduated from South Ark with an Associate of Applied Science in Physical Therapy on May 13, 2011, making the Dean's List her final semester. Patricia then took and passed the Physical Therapy Assistant Licensure exam on June 24, 2011 and began working as a

PTA at Ouachita Medical Center July 5, 2011, making more than \$25 per hour as a “PRN” employee.

Raylon

Raylon Mixon was recently awarded the WIA Youth Scholarship Award in the amount of \$500. He is the only recipient of the award in Columbia County. Raylon was enrolled in the Workforce Investment Act Youth program through ARRA funding in 2009. He has proved throughout his time in the program that he is a hard worker, is dedicated to his tasks, and is a positive role model for his peers. He graduated from Magnolia High School with a 3.0 GPA. He will attend Southern Arkansas University this fall with a planned major in engineering. Raylon was featured in the Banner News on August 29, 2011.



Natalie

Natalie was a recent high school graduate, economically disadvantaged and unemployed, looking for a more stable and higher-paying job than the one she previously had at a drugstore.

Natalie and her Employment Counselor at Oahu WorkLinks developed a career plan, identifying a high-growth, high-demand occupation in healthcare that she was interested in pursuing: Medical Assisting. Using ARRA training funds, Natalie enrolled in Leeward Community College’s Medical Assistant program, where she excelled.

After completing coursework and an externship, Natalie received a Certificate of Professional Development for Medical Assistant. The following month Natalie was employed by Hawaii Pacific Health (HPH) as a Medical Assistant, working at the Pediatric Outpatient office at Kapiolani Women and Children’s Hospital. There she earns \$16.65 an hour, more than double her previous pay at the drug store. She is looking forward to a rewarding career.





RHODE ISLAND

Andrew

After completing a WIA-financed afterschool program at the East Providence Career and Technical Center, high school student Andrew Vanner thinks that exposing teens to a variety of careers is a great idea. “If you were really interested in some career that was offered there, you could get skills and practice in that area,” he said. He thinks the afterschool option is also a good fit for undecided students who are exploring career options. “They could at least get a small sample of different careers. They might decide ‘I really like this,’ or ‘This isn’t something that I want to do. ’”

Andrew was one of more than two dozen East Providence-area students enrolled in the daily program that rotated participants through trades as diverse as cosmetology and forensic science. “This program is much more hands-on than a regular classroom,” said Andrew. “In a lot of the afterschool classes, the teacher would explain and demonstrate something, and then the students would try to do whatever they were shown.”

“They were all about getting yourself prepared to go out, find a job and be successful,” - Andrew

Among the programs Andrew sampled were Automotive Technology, Computer Technology and Culinary Arts. Through the automotive program, he learned how to balance tires and jumpstart a car. “Now, if I have a small problem with a car, I know how to deal with it,” he said. In the culinary program, he learned a variety of food preparation skills, and even surprised himself. “I thought I wouldn’t like it,” he admitted, “but I did.” The program that made the biggest impression on Andrew, however, was Computer Technology, where he learned beginning graphics and web site design. “The teacher would say, ‘Today, we are going to make a home page,’ and she’d show us all the tools, and then let us go off and work on it.” He admits that the assignments weren’t always easy. “It seemed hard at first, but once you get good at it, you can make a better design.”

For a final project, he and another classmate created a narrated slideshow of the entire afterschool program, complete with a soundtrack. “I thought it came out pretty good,” he said with a smile, adding that every participant in the program received a free copy of his work. Another program component that Andrew thought was worthwhile was the work-readiness training built into the curriculum. “They treated the program like a real job,” he said, adding that his teachers were strict about punctuality. They also talked about résumé-writing and interviewing skills. “They were all about getting yourself prepared to go out, find a job and be successful,” he said.

Scott

Scott Duquesnel, an unemployed customer service representative, was meeting with a netWORKri employment counselor when he took a leap of faith. “I was applying

for jobs anywhere and everywhere I could, and I was not getting any callbacks,” he said. “I looked at a calendar of events and saw that they were offering Workforce Investment Act training,” he recalled. That is when he asked his counselor what WIA training was, and learned that he might be a good match for training in medical or case management. “At first I was a little iffy, because honestly, all I really knew was customer service,” he admitted. “But once I started going to classes, I found that I had a big interest in it.” How big? After completing his WIA training in the spring, Scott began studies toward a bachelor of social work degree, after which he hopes to continue on to earn a master’s degree. While pursuing a WIA-funded certificate in case management, Scott began working in the human service field, first at an adult facility, then at a substance abuse treatment program for teenage boys. The work has struck a resonating chord with Scott. “I know what some of the kids are going through because I’ve been there,” he said.

Comparing this career path to his prior work experience, he said, “Now, it’s more fulfilling to be working, especially in this field, rather than going to work every day, working 12 to 14 hours and not even liking my job.” His work in human services not only is personally fulfilling for Scott, but also has shown him other career possibilities in his chosen field. “Eventually,” he said, “I want to work with younger children.”



TENNESSEE

An ARRA Graduating Class



In 2010-2011, LWIA 3 was wrapping up ARRA projects. Multiple classes and individuals completed their training programs and entered employment. During the

2010- 11 program year, LWIA 3 enrolled an additional 61 eligible ARRA participants into various training programs including practical nursing, truck driving, and medical assisting. The photo above is a group of individuals who completed Medical Assisting training at the Tennessee Technology Center in Knoxville.



Heather

The WIA staff in Athens, TN enrolled and assisted 18 students in the 2010 Licensed Practical Nurse (LPN) class which was funded by ARRA. The WIA clients began the LPN program in September and received a variety of services such as tuition, books, and uniforms and graduation fees. They all so received supportive services including dental and optical as well as travel assistance. Heather Letz, GPN, graduated at the top of her class. Once she completes her state board exam, her employer, Etowah Health Care, plans to promote her to an LPN status and increase her pay. Heather also received dental assistance and is very proud to show off her new smile.

TRADE ACT ADJUSTMENT SUCCESS STORIES



ILLINOIS

Brenda

Age does not define the person, especially when it comes to Brenda Tracy. Concerned about her age, Brenda Tracy found it actually became an asset as she began her training at Southern Illinois University-Carbondale in Technical Resource Management/Healthcare Management. A silver lining to being laid off is that it provided the opportunity for her to return to school. Brenda was enrolled in TAA as a result of a substantial lay off. With an Associate Degree already under her belt, she was able to transfer those credits to SIU-C and hit the road running. Determined not to let her age interfere with her quest for her degree, she pulled from her experiences and was able to contribute to many class discussions. She provided leadership and vision for others as she moved through her classes. To quote her: "I have come to the conclusion; it isn't how many times you get knocked down in your lifetime that counts...it's how many times you get back up!" At the age of 60, Brenda graduated in May 2011.



Milburn

After Mr. Sims was dislocated by Unilever located in Franklin Park, he enrolled in Olive-Harvey College's manufacturing technology program. In December 2010, Mr. Sims received an Associate's in Applied Science in Process Technology. Mr. Sims' GPA was 3.7. To further support his job search and quick re-employment goal, Mr. Sims



subsequently enrolled in National Able Network's Job Transitional Workshop, which focused on resume development, effective interviewing skills and developing a job search plan. After completing his AAS and the Job Transitions Workshop, Mr. Sims is now employed at Honeywell as a Manufacturing Technician. This position is directly related to the training he received and pays \$20.50 per hour. Mr. Sims was very motivated throughout his training program, complied with all guidelines, followed instructions, and was determined to complete the training.

When asked how the Trade Adjustment Act program and the Job Transitions Workshop given by National Able benefited him he wrote:

“I really enjoyed the Job Transition Workshop and Mr. Hairston was fun, informative and knowledgeable. I wish that everyone who has been downsized could be in this program because it was very helpful and would let them know they aren’t by themselves. I was able to return to school and graduated in December 2011 with a degree in Process Technology from Olive-Harvey College.” “I was hired by UOP a division of Honeywell Inc. as a Manufacturing Tech, making catalyst for the reactors at oil refineries.” “I enjoyed my relationship with National Able and my Case Manager Ms. Ross. I wish more people would take advantage of all the program has to offer.”

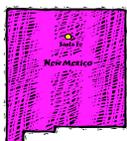
“National Able was very helpful and supportive. Ms. Ross was easy to reach and was able to answer any questions that I had. While in the program I lost my wife and was thankful for the help and guidance I received from National Able and Ms. Ross.” - Milburn



IOWA

Joyce

Joyce enrolled into the WIA program after she was permanently dislocated from her employer of 10 year due to a plant closure. Prior to enrolling into the WIA program, she enrolled in the Surgical Tech program through a local community college. Joyce and the WIA employment and training specialist (ETS) worked together to complete the Trade Training Paperwork and received the approved training plan through Trade. Joyce received clinical and practicum sites outside the commuting area and received transportation payments for the time period of her travel through the Trade program. Joyce has completed her program and has received full time employment as a Surgical Tech within her commuting area. Joyce is very pleased with the assistance she has received from the NEG. Joyce’s main goal of receiving full time employment as a Surgical Tech has been accomplished and she is excited to start her new career.



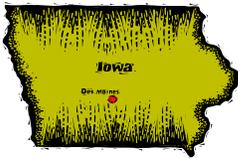
NEW MEXICO

Aaron

Aaron completed four semesters of construction trade training at CNM in 2009, unable to continue, as he had to secure employment. Aaron came to WIA for assistance

in July 2010, as his attempts at securing full time permanent employment had not been successful. At the time, Aaron came to see a WCCNM Business Consultant, for assistance, he was working on a temporary basis as a maintenance worker earning \$10.00 per hour without any benefits. Aaron was interested in continuing his education in the electrical trade and wanted an apprenticeship opportunity. After assessments, career counseling and a review of Aaron's education and work history, Patrick thought Aaron would be a good fit for an apprenticeship opportunity as an electrician helper with Silverado Enterprise, an electrical commercial contractor WIA has a good working relationship with. Aaron interviewed with the employer and was offered the electrician helper apprenticeship position under an OJT funded by Adult ARRA with a starting wage of \$12.75 per hour with full benefits after 90 days. Aaron began employment on July 26, 2010, after successful completion of his OJT on 2/17/11; he enrolled in the Independent Electrical Contractors Association's apprenticeship program.

NATIONAL EMERGENCY GRANT SUCCESS STORIES



IOWA

A Single Mother

A single mother of 3 lost her job with Lennox in Oct of 2008 because her job on the cooling line was moved to Mexico. After several career counseling sessions she made the decision to get further training and enrolled at the local community college. Being a middle age student she brought a great deal of life experiences and maturity with her but she also had some doubt that she could be successful. She adjusted to her environment and did very well as a student. She completed her studies in May of 2011 and graduated with an AA degree in Computer Applications in Business.

This was the first time a member of her family had EVER achieved an education beyond high school. She had lots of "doubts" along the way ("I don't know if I can do this"), but as each semester passed and her grades reflected her success, she became closer to her dream of a degree. Our role in addition to a small financial commitment was to keep her positive and help her build confidence. As we worked with her to develop her job search plan in February of 2011, she said "I can't believe I'm almost done"; quite a change from early 2009. She is currently employed as an Administrative Assistant and loves her new field.

Kelly

Kelly is a family size of one, who is 39 years old. Kelly had worked at a local printing company for 15 years prior to the closing of the Spencer facility. Kelly enrolled in the Workforce Investment Act, as a Dislocated Worker, in hopes of receiving funding through the NEG grant. Kelly has a part-time position at a car dealership, working in the office area. Kelly will continue to work part-time to help with expenses, while attending college. Kelly's focus was to attend college in the Medical Assistant program. The Career Assessment tests that were completed by Kelly showed that the Medical Assistant career choice would be a good fit for her. Kelly began the Medical Assistant program at Iowa Lakes Community College in the fall of 2009. She completed the fall semester with all B's with a 3.0 GPA. During the fall '09 semester, Kelly contacted me to explain that she would like to change her program to Medical Office Technology. She was not comfortable with the clinical part of the Medical Assistant program. Kelly did show a high scoring on the Career Assessment for Clerical, which matches up with the Medical Office Technology program.

Kelly continued on with school and decided to take six additional classes to complete the Pharmacy Tech program. Many of the classes for Medical Office Tech are

the same for Pharmacy Tech. Kelly's Career Assessment results also support the decision for Pharmacy Tech. Prior to her employment ending, Kelly was making \$30,720 annually with her full-time employment and \$5,040 with her part-time employment. Having the two degrees will allow her to be more employable and allow her to maintain the income that she historically received. Obtaining the two degrees will allow Kelly to work as a Medical Office Tech and possibly part-time as a Pharmacy Technician, thus ending the part-time position at the car dealership. The two degrees coincide as they are both of the medical profession and provide more employment options for Kelly. Having the two degrees will be an asset for many employers in the Medical field. The flexibility will be a positive attribute for both Kelly and the employer. Kelly continued to get good grades and received a 4.0 GPA for the fall 2010 and spring 2011 semesters. Kelly has just completed her practicum for the summer 2011 semester, where she worked at a chiropractic clinic and an eye care center.

Kelly has now completed her degree for both Medical Office Technology and Pharmacy Technician. Kelly is now searching for an employment opportunity in either of these fields.



NEW MEXICO

Rick

Rick a long term, unemployed individual (laid off in April 2009) who came to WIA for assistance in March, 2011 after 2 years of unsuccessful job search. Rick had been working in the construction industry, as an electrician, with all current electrical licensures, had no luck finding employment. After resume review, assessments, career counseling, NMWC staff determined that Rick would be a suitable candidate for a lead solar installation position that was available with Affordable Solar. Rick had a solid work history, good communication skills and presented himself very well. Rick was sent to the company for an interview and made such a positive first impression that Affordable Solar offered to hire him under an OJT as a lead solar installer with a starting wage of \$20.00 per hour, on a full time basis. Rick started his new position under a NEG funded OJT in the last week of March 2011 and is doing very well in his new occupation. Rick recently received his NABCEP certification and both he and employer are very pleased.
